

Friend and Family Test February 2018

How would you recommend our GP practice to your Friends and Family?

| | |
|----------------------------|---|
| Extremely Likely | 1 |
| Likely | 0 |
| Neither likely or unlikely | 0 |
| Unlikely | 0 |
| Extremely Unlikely | 0 |
| Don't Know | 1 |
| | |

General Comments

“ my first visit was very friendly on reception the walk in service worked for me. The doctor I saw was caring ,friendly and professional very impressed. The only thing that is negative was the toilet facilities for women. Note on womens toilet to ask for it to be unlocked so I went to reception and was told I could use the disabled toilet. The disabled toilet had no soap and the loo seat was a bit wobbly and the mechanism to flush wasn't working properly – very difficult to flush. I reported it to reception who said someone was coming in. there was no sign on the toilet saying there was a problem. A person who was disabled or elderly wouldn't be able to flush the toilet. As this was the start of the day I was surprised that no check had been made on the soap. “