***Topsham Surgery & Glasshouse Medical Centre***

***Friends & Family Test Feedback***

**In May, 13 patients completed the form “How likely are you to recommend our GP Practice to Friends and Family.**

**The results were**

**Extremely Likely 8**

**Likely 3**

**Extremely Unlikely 2**

**We also received the following comments:-**

**“Excellent service with a smile”**

**“All are really professional from Receptionist to Nurse & Drs - excellent”**

**“Many thanks to all Drs & staff for your care & expertise”**

**“Perhaps provide a dedicated telephone receptionist as not everyone has internet access”**

**“Drs & staff so helpful as usual”**

**“Always find staff very helpful”**

**“Always listened to & feel a suitable course of treatment is offered”**

**“Difficult to make appointments – always seem to be between 2-6 weeks – also not able to book in advance – busy surgery but staff always very pleasant”**

**“Bureaucratic, rigid & unhelpful”**