

Friends & Family Survey

The Medical Centre

Survey for Month: November 2017

Total responses received:20

Extremely likely to recommend surgery	<u>16</u>
Likely to recommend surgery	<u>4</u>
Neither likely nor unlikely to recommend surgery	<u>0</u>
Unlikely to recommend surgery	<u>0</u>
Extremely unlikely to recommend surgery	<u>0</u>
Don' t know if would or would not recommend	<u>0</u>

Positive comments received this month, included:

Very good doctors
Receptionist so professional, caring and friendly, nothing ever appears to be a problem here
Very helpful staff and doctors
Doctors listen to you and are understanding about mental health issues
Helpful and friendly

Negative comments received this month included:

No negative comments received this month

Practice response to feedback:

Once again we would like to thank patients for feedback both positive and negative.

Practice Manager – Irene McConnachie