**Friends and Family Testing (FFT) – February 2025**

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| C:\Users\gppress18\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\9AAE5993.tmp | | C:\Users\gppress18\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\928B5C19.tmp | C:\Users\gppress18\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\37AA2E8F.tmp | |
| Extremely Likely | Likely | Neither likely nor unlikely | Unlikely | Extremely unlikely |
| 24 | 2 | 1 | 1 | 0 |

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| Please tell us what we are doing well | “I want to say a huge thank you to the practice for the empathetic, compassionate way they approach every query, even though it must be an absolute NIGHTMARE to work in the health sector these days. I sometimes have to ask for something that stems from me being forgetful, or disorganised, and am never made to feel anything other than supportive in these instances. Admin and clinical staff are always amazing.”  “I have recently joined this surgery. I have been really impressed with everything about my experience so far, from the display boards, the cleanliness of the building, the friendliness of the reception staff and of course the care I am receiving (Dr Roberts). For the first time in many years I feel someone is looking after me and is interested in my multiple issues. The nurses have also been super. There is a nice atmosphere I wish I’d moved sooner to this practice.”  “I would like to say that Doctor Parrot is a real great addition to the practice. He is a true gentleman and spent the time and explained everything to me. After dealing with this problem for months I now feel that a plan is in place. Thank you Doctor Parrot a real great Doctor and a true gent.” |
| Please tell us how we can improve | Communicate |