

**MARKET CROSS SURGERY**  
**FRIENDS & FAMILY TEST RESULTS**  
**Month - June 2017**

	Postcard at Surgery	Survey on Website	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know	Comments	Publish Comment
1	√		√						Friendly feel, offer quick appointments, nice front of house, Drs & staff appear caring to patients.	Yes
2	√		√						I have always found the service to be friendly, helpful & quick in sorting out any medical problems I have had.	Yes
3	√		√						Caring, listening Doctor.	Yes
4	√		√						No complaints on advice/treatment received.	Yes
5	√		√						Prompt friendly & very good treatment from all departments.	Yes
6	√		√						Patient does not wish comment to be made public.	No
7	√		√						No comment made on postcard.	Yes
8	√		√						I've received all the help ive needed.	Yes
9	√		√						No comment made on postcard.	Yes
10	√		√						Found to be more than helpful.	Yes
11	√		√						Good service and can use Sit & Wait if no appointments available.	Yes
12	√		√						Accurate diagnosis, caring attitude.	Yes
13	√		√						Plenty of facilities at surgery, friendly staff.	Yes
14	√		√						Staff. Hours. I would note this as the best surgery I have been to.	Yes
15	√		√						All staff at the surgery have always been helpful and polite.	Yes
16	√		√						Friendly, accommodating practice.	Yes
17	√		√						Surgery has always provided excellent service.	Yes
18	√		√						Friendly, caring and efficient.	Yes
19	√		√						Patient does not wish comment to be made public.	No
20				√					Service has always been good.	Yes
21			√						Always helpful.	Yes
22			√						The smooth running of the practice is very evident, staff are really friendly and totally professional.	Yes
23			√						Always very helpful and feel at ease.	Yes
24			√						Efficient.	Yes
25			√						Helpful, services available, busy but organised. Receptionists polite, willing to help & direct. Appointments available in emergency.	Yes
26	√		√						Very helpful & caring. Time to discuss issues.	Yes
27	√		√						For the help you receive and friendly atmosphere.	Yes
	<b>Postcard at Surgery</b>	<b>Survey on Website</b>	<b>Extremely Likely</b>	<b>Likely</b>	<b>Neither Likely or Unlikely</b>	<b>Unlikely</b>	<b>Extremely Unlikely</b>	<b>Don't Know</b>		
	27	0	26	1	0	0	0	0		

**Total Responses: 27**