

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

	Postcard at Surgery	Survey on Website	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know	Comments	Publish Comment
1	√		√						Extremely helpful and quick services.	√
2	√		√						Good staff attitude to patients, efficient admin.	√
3	√			√					Patient does not wish comment to be published.	No
4	√			√					Friendly, efficient service.	√
5	√		√						Easy to get appointment/always friendly staff.	√
6	√		√						Always helpful at reception to sort any queries etc. I will always remember the support this surgery gave to my late brother and will always be grateful.	√
7	√		√						Patient does not wish comment to be published.	No
8	√		√						No comment made on postcard.	√
9	√		√						Patient does not wish comment to be published.	No
10	√		√						Excellent service in every department.	√
11	√			√					Patient does not wish comment to be published.	No
12	√		√						Very friendly staff.	√
13	√		√						This is the most excellent surgery. All aspects of care and treatment are of the highest standard. I would travel miles if have to attend this surgery.	√
14	√			√					I have been registered to this surgery for some time now.	√
15	√		√						Very good surgery, always kind and helpful.	√
16	√		√						I would recommend this surgery because they take their time with you and listen to you.	√
17	√		√						Cause you're brill.	√
18	√		√						Staff are always polite. I can always get an emergency appt in the Sit & Wait clinic. Waiting time to see GP for non emergency is quick.	√
19	√		√						Close to where I live, friendly and helpful staff.	√
20	√			√					No comment made on postcard.	√
21	√		√						The doctors are fantastic, they always have time. They are brilliant with children.	√
22	√		√						Extremely friendly and welcoming staff.	√
23	√		√						Brought my mother (83 yrs old) in to see GP in emergency. All very helpful & considerate.	√
24	√		√						I have been a patient here for over 16 years and the staff, doctors, receptionists and nurses have always been fantastic.	√
25	√			√					All of the staff are very friendly and helpful.	√
	<b>Postcard at Surgery</b>	<b>Survey on Website</b>		<b>Likely</b>	<b>Neither Likely or Unlikely</b>	<b>Unlikely</b>	<b>Extremely Unlikely</b>	<b>Don't Know</b>		
	25	0	19	6	0	0	0	0		

**Total Responses: 25**