**Friends & Family April 2020 – Electronic Text = 20**

1. **Extremely Likely: 15**

The nurse who did my blood test is extremely helpful and polite and so are the staff and doctors

Dr Khan explained the results of my blood test. Then rang me after she spoke to St James regarding the way to proceed with treatment the very same day.

Called the surgery to inquire about a getting repeat prescription over the phone rather than having to visit the practice. Nurse called back within the hour.

Fantastic doctor fantastic staff

Friendly and efficient

My appointment was on time and I felt safe

All staff where very good with giving a mask out and not having to wait long x x x

The Surgery took safety as a priority in the current state, and had implemented a lot of systems to keep both staff and visitors protected. I was very

Because I've not had any problems in all the years I've been with them

Because everyone friendly but professional and polite and listen to you

Staff were excellent

It was very well organised

I was phoned by surgery this morning I got a10.30 appointment was see right on time. It was very very good and professional thank you.

Nurse and staff brilliant

Because during my appointment the doctor was very reassuring

1. **Likely: 4**

Doctor whom I saw explained everything, so I could understand properly. She took time to read my notes. Very pleased.

Same as above, Appointment was on time

Staff were friendly as ever but with the current restrictions, I felt a little disconnected.

Grateful for the face mask

1. **Neither likely or unlikely: 0**
2. **Unlikely: 0**
3. **Extremely unlikely: 1**

**Response time awful. I think I know more about my medication than supposed doctor does! Bit concerning. Regards**

1. **Don’t know: 0**