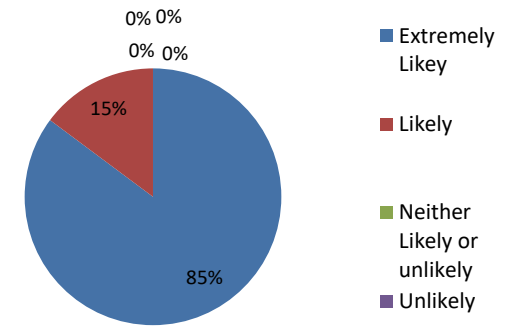


Period: May 2024
 No. of Surveys: 27

Friends & Family Survey RESULTS & ACTION Dr KULSHRESTHA's Practice

	Extremely Likey	Likely	Neither Likely or unlikely	Unlikely	Extremely unlikely	Don't Know	Total
Total	23	4	0	0	0	0	27
Extremely Likey	23	0	0	0	0	0	
Likely	0	4	0	0	0	0	
Neither Likely or unlikely	0	0	0	0	0	0	
Unlikely	0	0	0	0	0	0	
Extremely unlikely	0	0	0	0	0	0	
Don't Know	0	0	0	0	0	0	



Comments, Feedback & Actions:

****Likely*Excellent Service. Appts are given fairly quick. Opportunities for student GPs** Easy to sign Patients up and easy to talk to receptionist. I can ring and get appointment very quickly.**Receptionists are really good and friendly but sometimes phone takes long to answer otherwise everyone really good in this surgery.**Most of the time you can get your appointment when requested to you. On the other hand, there is a long waiting to get a response from phone call. Seems better to come to the surgery to make the appointment.** **Excelant Service*** Always amazing service and accommodates. Receptionists are always understanding.**Staff are always professional. Helping with telephone enquiries. They always have time for their patients.**Whenever I call for appointment Receptionist always can fit me in and is extremely polite. Dr Sh is always lovely and helpful. Thank you.**Always get an appointment when need one. Reception staff, Nurse and Doctors are Brilliant.**Quick respond and can get quick appointment.**Pleasant, Helpful Staff - Reception always able to get on face to face appointment with my GP.**The staff at GP practice is extremely helpful and reception staff were very welcoming and attended to my quires.**Nurse D was very helpful and polite.**The staff are very nice. You normally get the appointment the next day. Very organized surgery. Highly recommended.**Because always I have appointment and remind me from Text message.**Always get an appointment, when I need. Best Surgery.**Excellent staff who always help and friendly. Doctors are really good.**Because staff always polite and deal with our demands. Really good doctors who listen to me and give best advice.**Best Surgery.**Receptionists are really good.**Register here for a long time and never had any problem. Best surgery with excellent staff.**All staff is Brilliant. I don't have any complaint. Best Surgery.**Great service get appointment quick.**Very helpful**No words to explain: how happy I am with this surgery. All the staff is so caring and polite, never had any complaint.**Receptionists are very helpful and always give an appointment when I need. Nurses, Manager and Doctors. are amazing.**Doctors always been so helpful and great. They always treat patients with passion and care. Receptionists are so polite, Professional and caring. Always have smile on their faces,****

are satisfied with service & care the surgery provide. Keep it up & do everything much better all the times to deliver high quality of care for patients satisfaction. Treat patients with dignity. Please send timing leaflet to