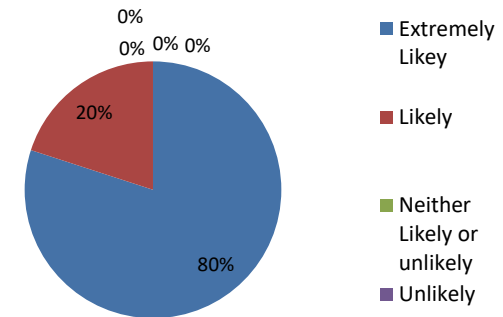


**Period: November 2024**  
**No. of Surveys: 25**

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

	Extremely Likey	Likely	Neither Likely or unlikely	Unlikely	Extremely unlikely	Don't Know	Total
<b>Total</b>	20	5	0	0	0	0	25
<b>Extremely Likey</b>	20	0	0	0	0	0	
<b>Likely</b>	0	5	0	0	0	0	
<b>Neither Likely or unlikely</b>	0	0	0	0	0	0	
<b>Unlikely</b>	0	0	0	0	0	0	
<b>Extremely unlikely</b>	0	0	0	0	0	0	
<b>Don't Know</b>	0	0	0	0	0	0	



**Comments, Feedback & Actions:**

**\*\* Likerly\*\*** Everything is very good here. Doctors and Manager is very good. Reception staff is very helpful. **\*\*I** have been coming to this GP for years and each time the care and treatment is up to a high standard. **\*\*Quick and Friendly Service.\*\*** Friendly service and care, would be improved by shorter waiting time and accurate appointment times (be seen at the exact time of appointment.) **\*\* Extremely likely\*\*** Our requirement are always met and the staff is helpful. **\*\*It is easy to get appointment and the Doctor and nurse are very good and that's why we didn't change GP when moved.\*\*** The staff are very helpful and supportive. Show kindness at all time. On the phone communication is good. **\*\*I am very happy with GP who referred me for further care and the nurse who helped and saw me many times for wound care. The receptionist was helpful and made appointments.\*\*** I am very happy with GP who is very good and nurse is good and reception staff is helpful. **\*\*I would highly recommend as my mum feels like she is being heard by Dr Sh. She has been coming to the same Dr Surgery for 40+ years. So caring and very fast with appointments.\*\*** The best GP to ever exist. Very caring and understanding. Always able to get appointments. Very good team of doctors and receptionist. Been with the same doctor for 20+ years and would never change. **\*\*Offers welcoming staff and convenient, flexible scheduling options for appointments.\*\*** The service I receiving from the surgery is very good and with complex medical history I have received First Class treatment from doctor and medical students. **\*\*Because the way they welcome, treat patients are excellent.\*\*** Because my GP practice as always been really good. I have been with them for over 36 years. **\*\*I am very happy with my GP surgery. I was able to get same day appointment for my sick child to see doctor.\*\*** Even though I was few minutes late, I was still seen by Doctor. The Doctor listened properly and referred me for further care. **\*\*Phone appointments available at request. Face to Face appointments available straight way. Wait time for appointment is reasonable.\*\*** Very polite staff always try and accommodate getting you an appointment. **\*\*Really good surgery and staff is excellent.\*\*** Best surgery because provide everything what patients needs. **\*\*Because all doctors are really good and understand and reception team and all other staff is very kind.\*\*** Always get an appointment when I need. Reception staff is very helpful. **\*\*Best surgery with best staff.\*\***

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