

Friends and Family Test

209

Responses

02:53

Average time to complete

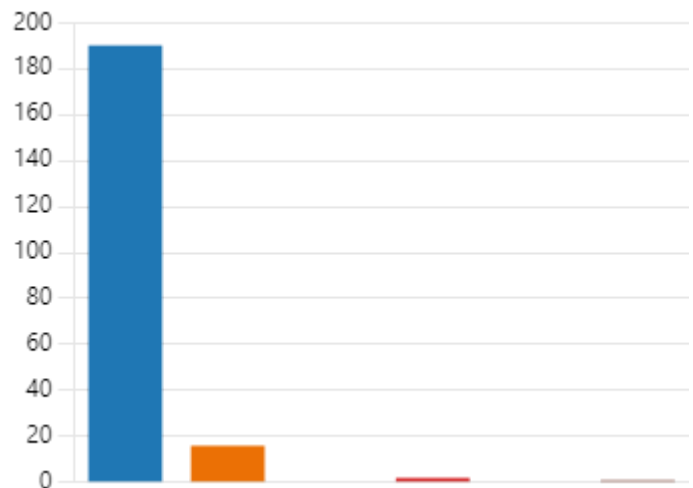
Active

Status

1. Overall, how was your experience of our service?

- Very Good
- Good
- Neither Good, nor Poor
- Poor
- Very Poor
- I don't know

190
16
0
2
0
1



2. Please can you tell us why you gave your answer above?

197
Responses

Latest Responses

"The doctor was interested in me as a patient and we interac...
"Never have long to wait for an appointment. Always receive ...
"I have never experienced anything bad with the surgery or ...

34 respondents (17%) answered **doctor** for this question.



A word cloud showing various terms related to the question. The most prominent words are 'doctor', 'helpful', 'good', 'efficient', 'friendly', 'Professional', 'nurse', 'service', 'appointment was', 'felt', 'Dr', 'prob', 'felt', 'explain clearly', 'good advice', 'day appointment', 'doctor excellent', 'Staff', and 'Doctor was very good'.

3. Please can you tell us what we could have done better?

164
Responses

Latest Responses

"The doctor took time and effort to me feel relaxed enabling ...
"Can't think of anything at the moment. "
"Nothing,, "

8 respondents (5%) answered **better** for this question.



A word cloud showing various terms related to the question. The most prominent words are 'better', 'no', 'service is excellent', 'Appointment', 'dealt with quickly', 'perfect', 'Pharmacy in Sedbergh', 'bit nervous', 'Reception', 'Clinic', 'prescription', 'doctor', 'mins', 'not', 'staff', 'Bc', 'Sedbergh', and 'exc'.