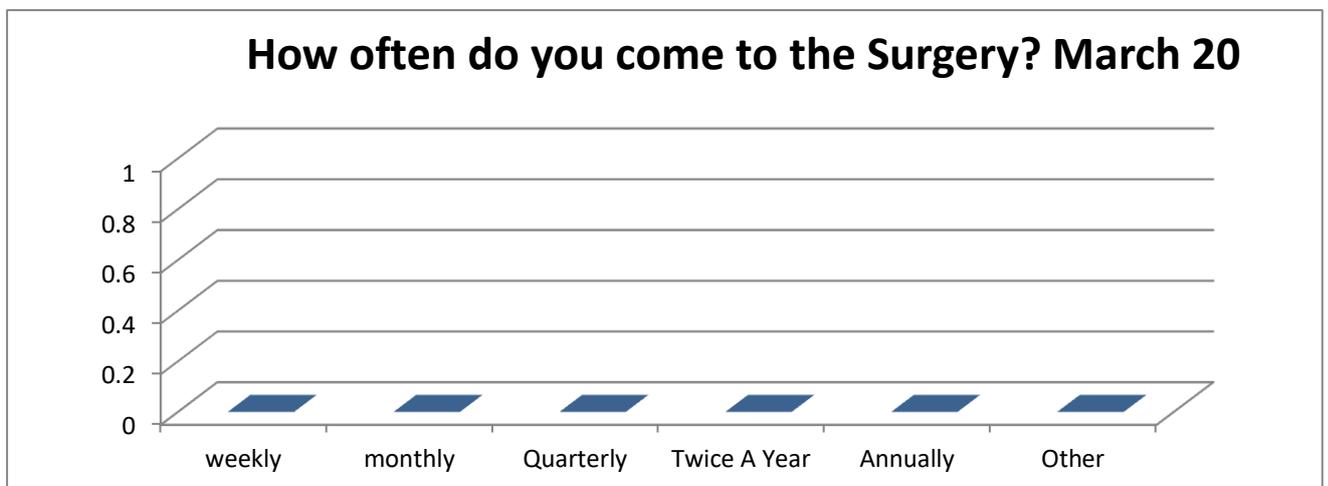
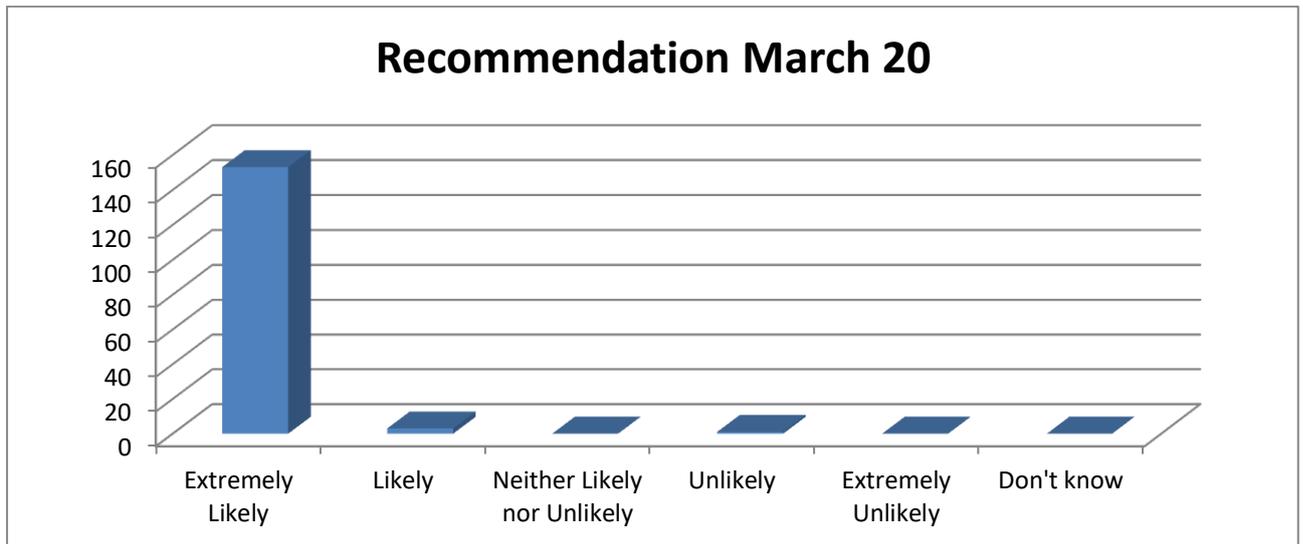
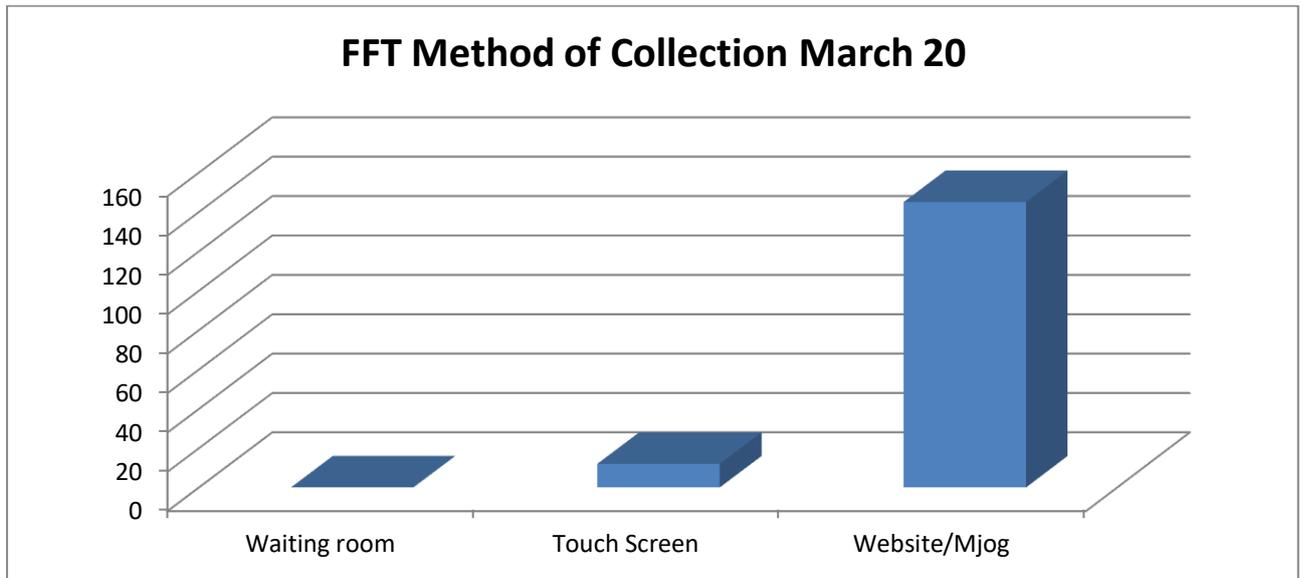




## Family and Friends Test Results March 2020





## Comments

<b>WAITING ROOM COMMENTS</b>
<b>TOUCH SCREEN COMMENTS</b>
As excellent as always
Friendly and very helpful and supportive
Rxcelent
Excellent caring service
Usual thorough caring
First rate care absolutely five star thanks
Excellent
Good doctor galt
Excellent service as usual
Friendly service
<b>MJOG COMMENTS</b>
Polite, efficient, caring
Friendly and helpful service
Staff. Nurses and doctors.x
Staff are friendly and well informed
Lovely staff friendly atmosphere great care
Top staff all round
[2/2] mary concern
Very polite and professional service
Efficent and profesional
Friendly professional and caring
Excellent prompt service
All at practice friendly and helpful
Could not be more helpful and efficient.



As always everyone at the surgery is so helpful and kind.
Good doctors who listen. Dr Tucker always gets results. The staff are friendly and welcoming. Love being able to pick up my prescriptions in the village.
Lovely staff!
1
2
All staff friendly, helpful and always willing to listen
Friendly members of the team who have been proactive, very helpful and knowledgeable in their approach to my care.
Excellent care, lovely doctors and staff. Generally a welcoming and caring atmosphere.
Excellent care
Brilliant caring doctors and nursing staff
It that they always give the best service. Jean
Good practice team. Thank you x
1
The level Of service is superb
Nurses are very friendly and positive - and knowledgeable.
Bright, clean, welcoming, highly competent GPs , receptionists, nurses and pharmacy staff . Parking is challenging however.
Helpful. Good listening. Pleasant Reception.
Good doctors, good nurses and friendly staff.
[1/2] Dr. Tucker is respectful, friendly, and kind. He is supportive, and his manner ensures you feel safe to open up about any health concerns you may have wi
Very helpful
Was seen on tome, didn't feel rushed once in and nurse very knowledgable and pleasant
Caring individual service
caring doctor who really understood and made sure that i knew what to do with my new medication.
Good patient care, and professionalism.
Friendly, not rushed, 1st class job.??



It is a very good surgery
Very efficient service.
Very good service and staff
Trust in the doctors
Friendly caring staff Very helpful xx
Efficient booking system and great doctors
Brilliant surgery
Friendly and informative reception staff and professional and friendly medical staff. Excellent service.
Hannah was very friendly and put us at ease appt was on time
The practice medical staff are amazing they are kind professional and upto date
Because of such wonderful help and care
Always a great response from both reception and staffing
Doctor listened carefully and was extremely helpful
Because I was treated efficiently and with kindness
Always friendly caring and extremely professional
Helpful and reassuring
All personnel extremely helpful.
Super service. Pleasant friendly staff
Professional and friendly service.
It's the friendliest medical centre I have ever attended and I am treated like a person, not as a nuisance
Always so welcoming, so thorough and so professional.
Very helpful staff. Low waiting times, good appointment availability for a blood test.
Nothing is to much trouble for the staff a the surgery and they take the time to talk to you.
Great service and care
Top team nice smile on arrival and best service and lovely surgery. And quality doctors and nurses thank you
Efficient, professional and kind
Well organised, professional and very friendly
You have always been very helpful and would recommend Cropreddy always



During this very difficult time for all staff during the pandemic. A GP took the time to phone and complete new patient interview. Thank you.

Always friendly and helpful.

Allways listen to what you say and do there best to help and care for your well being

We are so lucky to have this in the village

That Doctors and Nurses are amazing!

As always patient first

Caring helpful staff

Everyone is always lovely, they make you feel as if you matter

Excellent doctor and nurses

Prompt service .. first class

Efficient and friendly even under the current pandemic

99.36 % of Patients would be extremely likely/likely to recommend the surgery to family and friends

**NB: The very low numbers of patients responding to the FFT means that these results are not statistically significant.**

**Please note that some of the MJOG comments are not complete – this is due to MJOG limitations on receiving long/multiple text messages**

Esther Staples

Administrator 10/04/2020