

# The NHS Friends and Family Test

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## Comments data – July 2018

Always dealt with politely and professionally yet friendly and approachable at the same time.	Extremely likely	BHC
Dr Craig and Prof Howe have been really helpful with my ongoing treatment and I'm very grateful.	Extremely likely	BHC
Your surgery is very efficient, your staff are friendly and helpful and your doctors are excellent. It is always a pleasure to visit the surgery.	Extremely likely	BHC
I have been with this practice since 1978 when it was up Humbleyard and not once in all of those forty years have you let me down. I have always been treated within a few days by staff with a smile on their faces.	Extremely likely	BHC
I had no idea that you could book online and still thought that Saturdays were for emergencies only. I was not informed. Perhaps a new "out of hours" message on the phone system would help.	Likely	TS
Comparatively easy to get an appointment. Usually able to see the same doctor who knows my medical history, this is important to me. Pleasant and helpful staff.	Likely	TS

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