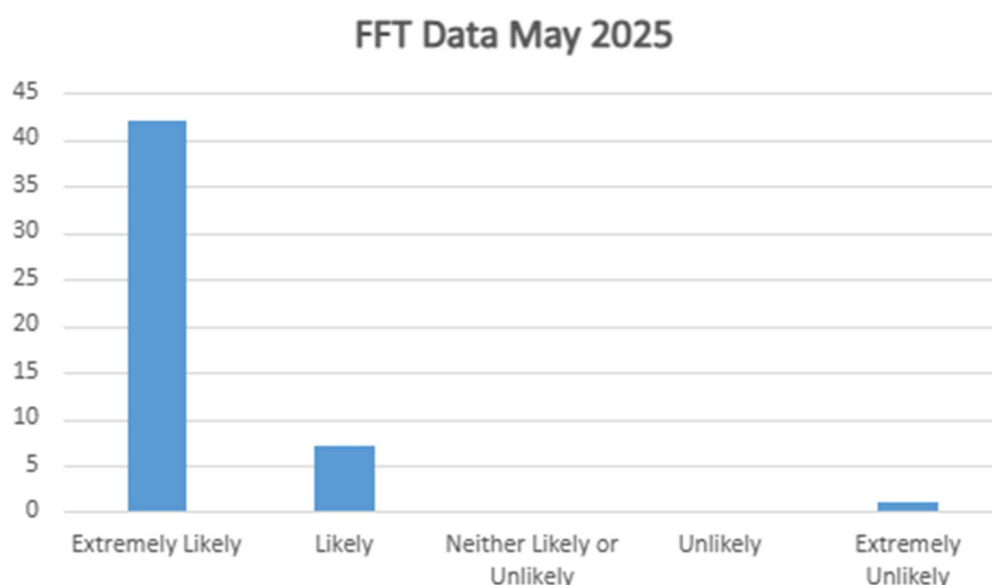


**Q. How likely are you to recommend our GP Practice to Friends and Family if they needed similar care or treatment?**



| What are we doing well?                                                                                                                                                                                          | What could we improve?                                                                                                                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Every member of staff are very kind and friendly and helpful.                                                                                                                                                    | Booking process is a bit long winded if you're slow at typing.                                                                                                       |
| I feel fortunate that I have a caring surgery. I recognise this is not always the case listening to others.                                                                                                      | Not really other try and keep on time.                                                                                                                               |
| Good staff, good communication, good response, and the staff listens and helps                                                                                                                                   | The reception team staff doc's and nurses and manager have always been so helpful to me, its appreciated, thanks.                                                    |
| Your help today with a seasonal worker that I brought in (a member of my staff) who had suffered an accident was above and beyond. You showed care, compassion and concern and went above and beyond to help us. | I'm not hard of hearing but I do think the upbeat music is great but it's not suitable for the surgery or the noise level for people who suffer from hearing issues. |
| Everyone is polite nice and helpful especially when you're like me, and not computer literate.                                                                                                                   | No, a great service From our wonderful NHS.                                                                                                                          |
| On time & a painless blood test. My recent visit to Claverdon Surgery was excellent & thorough.                                                                                                                  | Non required at the moment!                                                                                                                                          |