|  |  |  |
| --- | --- | --- |
| Response | Number | Comments |
| Extremely Likely | 8 | Very friendly, Good Service, friendly Staff & understanding, Very Good, very helpful listen, Compliment for Rebecca |
| Likely | 7 |  |
| Neither likely or unlikely |  |  |
| Unlikely |  |  |
| Extremely Unlikely |  |  |
| Summary  Overall patients are happy with the service given by the practice. There was some nice comments passed on to individual members of staff.  The main issues are telephone access especially the mornings & access to GP  The practice is aware of these issues and we are striving to improve on the areas highlighted | | |