

FRIENDS & FAMILY PATIENT FEEDBACK – January & February 2015

We had a total of Fifty one responses in January and February 2015; 49 of these responses said that they were '**EXTREMELY LIKELY**' and two responses said that they were '**LIKELY**' to recommend Cape Cornwall Surgery to friends and family if they needed similar care or treatment.

You have been giving us complimentary feedback on the care and treatment we provide. You told us:

- We are lucky to have such an excellent local service.
- Brilliant service.
- Quick, efficient and informative.
- The Doctors are very caring and listen to what you have to say.
- Friendly, helpful, caring; 100% excellent practice.
- You could not get a better service anywhere else.
- Service is personal and consistent.
- Efficient Service – especially the nurses.
- The service that the surgery has provided is wonderful.
- Treated well. Also if a problem it gets sorted.
- Good service, very helpful and friendly.
- A friendly helpful surgery and we are lucky to have a local service. Doctors are attentive and sympathetic.
- My concerns have been listened to and the responses have greatly improved. All staff are positive and helpful.
- I would not change anything about this surgery, it is fantastic.
- Can't think of anything that would need improving.
- I find the treatment that I receive at the surgery is second to none and I am very satisfied.

You have also given us feedback, which we will consider, on areas that we may be able to improve. You told us:

- Weekend cover would be helpful.
- Waiting times can be long.
- Quieter radio in the waiting room.