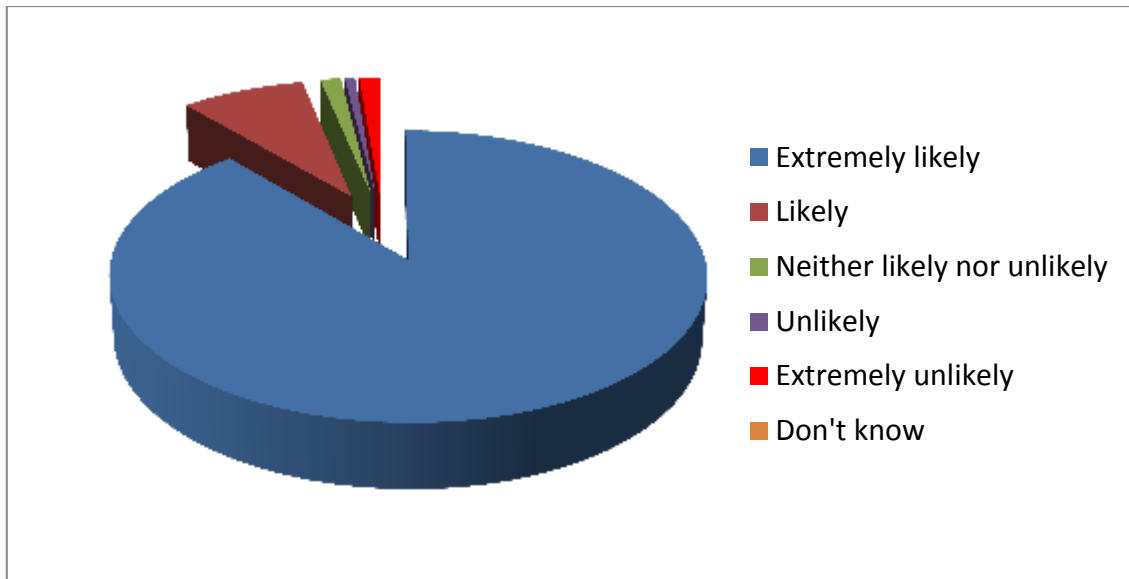


Friends & Family Test

Results April – May 2017



What you had to tell us. We asked..... “Please tell us why you answered this way”

“ I appreciate how fortunate I am to be able to use this GP surgery. It is well organised and run by staff who are always helpful and cheerful. I have used this surgery for many decades and seen it grow and develop into a first class practice. Thanks You”.

“There cannot be a better practice in the UK”.

“I am very impressed and happy with the quality of the service at the surgery”.

“I've never had a problem getting an appointment. All the reception staff are helpful and polite. The GP'S and nursing team are professional and caring”.

“The doctors are all lovely and caring. And I can always get an appointment if I ring at the allocated time”.

“This practice is probably the best in Calderdale. Receptionists are very kind and helpful”.

“Great booking system - don't ever change this it's invaluable to be able to book same day appointments”.

If you tell us that you would be “Unlikely” or “Extremely Unlikely” to recommend the Northolme Practice, please could you tell us your reason to enable us to address any problems. Your feedback is invaluable to us in trying to make improvements to the Practice. We are happy for you to give us your suggestions anonymously if you prefer.

Thank you for taking the time to complete our Friends and Family questionnaire.