***Topsham Surgery & Glasshouse Medical Centre***

***Friends & Family Test***

***Feedback***

**In September, 16 patients completed the form “How likely are you to recommend our GP Practice to Friends and Family. The results were**

**Extremely Likely 13**

**Likely 2**

**Unlikely 1**

**We also received the following comments:-**

**“Very patient & kind”**

**“Best in the West!!”**

**“Both Surgeries are fabulous and welcoming – nothing could be done to improve services”**

**“Always prompt and efficient on the phone and email. Eager to help. Wait times not too long”**

**“A very satisfied patient”**

**“Exceptional service from all members of staff”**

**“Is it possible to book Nurse appointments online?”**

**“Friendly staff able to get suitable appointments”**

**“Have been able to get appointments on the same day. Without promptping have received follow up calls”**