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| --- | --- | --- | --- | --- | --- | --- |
| **April 24** | **Extremely Likely** | **Likely** | **Neither likely nor unlikely** | **Unlikely** | **Extremely unlikely** | **Don’t know** |
|  | 15 | 0 | 0 | 3 | o | 0 |
| Responses | Friends and Family Comments  Extremely Likely  Never had an issue  Having been coming here for over 30 years  Kerry the nurse was excellent  Two extremely helpful receptionists  Excellent Care and Service  Both receptionist and Doctor listened to my concerns  Fabulous receptionists and secretaries  Excellent Comprehensive care given by GPs  Reception staff always helpful  Unlikely  Have to wait 1 month for a blood test  Very abrupt staff  The bureaucracy is rubbish – waste of time and energy | | | | | |
| Brookfield Surgery – Feedback for patients | Many thanks for all your comments  All your comments will be discussed in our clinical meeting.  Our reception team always try to ensure patients are treated respectively and with care and consideration.  We do not unfortunately have the capacity to accommodate all bloods tests at the practice. We unfortunately do have a wait when our phlebotomist is on holiday. We apologise if this causes frustration for our patients.  Many thanks | | | | | |

**Brookfield Surgery Friends and Family Comments - April 24**