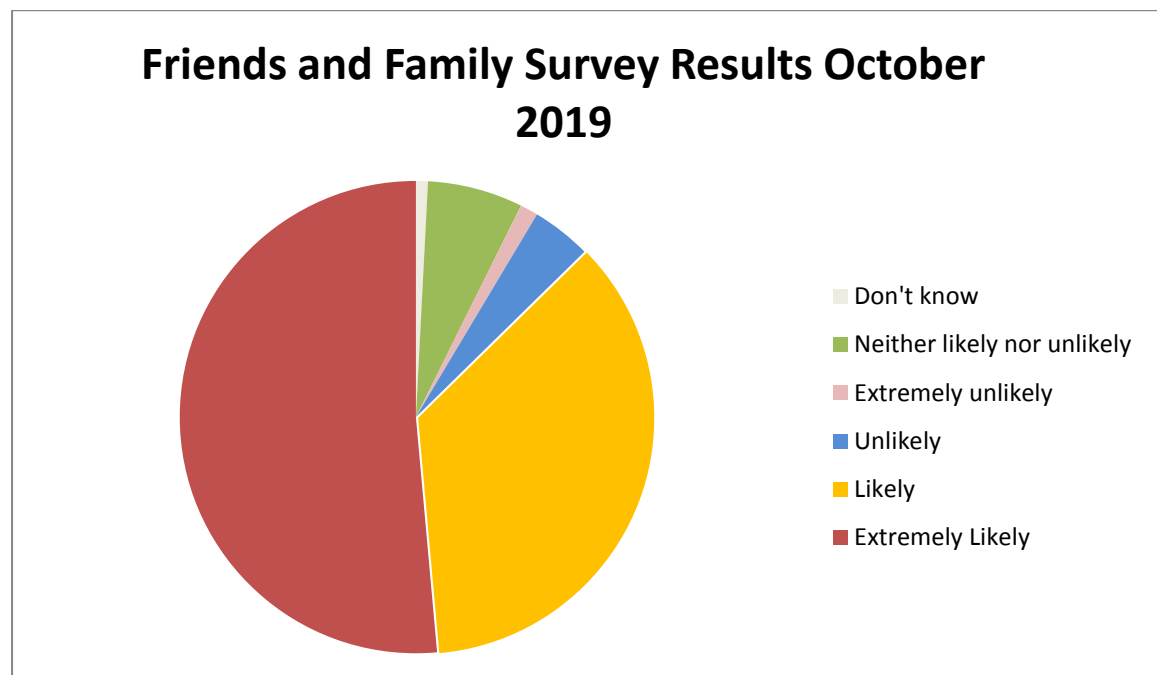


Question: How likely are you to recommend The White House Surgery to Friends and Family?

Don't know	2
Neither likely nor unlikely	16
Extremely unlikely	3
Unlikely	10
Likely	88
Extremely likely	126



Feed Back Comments – October2019

1. "Very kind and helpful"
2. "The service has improved now you can call and make an appointment on the day you wish to be seen."
3. "Great service, thorough and helped to put my mind to rest. Priceless service" "Service no better nor worse than would be expected"
4. Not easy to see anyone"
5. "Need to be able to make an appointment. Not just to have phone calls."
6. "I find it very difficult to arrange an appointment due to not being able to make calls at work or to be able to have a call back"
7. "Quick appointment, prompt start thorough exam and resolution."
8. "Although things have changed I have always received the level of attention needed.."
9. "I have nothing but praise for the White House surgery both their organisation and staff particularly Karen. The professional attitude and skill as well as care and kindness shown is of the highest order."