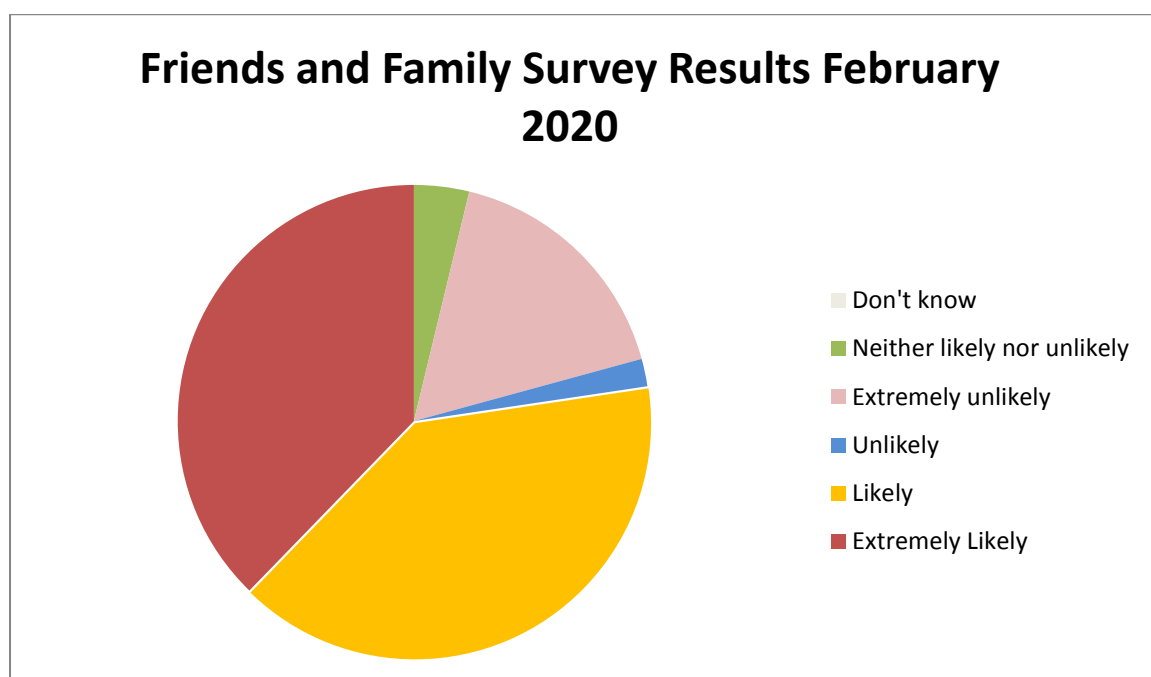


Question: How likely are you to recommend The White House Surgery to Friends and Family?

Don't know	0
Neither likely nor unlikely	2
Extremely unlikely	9
Unlikely	1
Likely	21
Extremely likely	20



Feedback Comments – February 2020

1. "They saw my son after calling today for an appointment and there was no waiting when we arrived"
2. "Very efficient and helpful"
3. "Because I cant see an actual doctor and I still have the same problem"
4. "Replace the long winded answerphone message when you call the surgery."
5. "Good advice and easy to book an appointment."
6. "Staff were helpful, however almost impossible to get a prescription in less than a week due to staffing levels, which is difficult for me as I have cognitive impairment and often forget to order in time meaning I am left without medications"
7. "The nurse was very friendly and helpful and she phoned me back quite quickly after my phone call this morning"
8. "No problems – always good service"
9. "Problem dealt with quickly and politely"