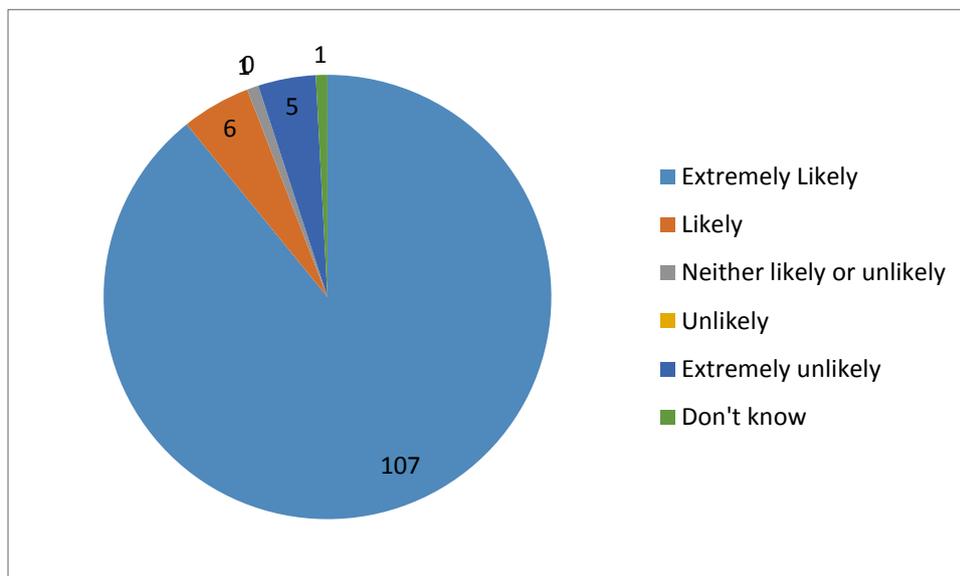


## Friends and Family Test October 2017

Thank you to all of you who took the time to feedback on your experience at Stalbridge Surgery. We asked: How likely would you be to recommend our services to your family and friends if they needed similar care or treatment? Here is what you said:



Your feedback is very important to us and enables us to ensure that patients are satisfied with the service you receive and that we are constantly able to deal quickly with any issues you may have with us.

If you would like to feedback to us using this site, please use the following link:

<http://stalbridgesurgery.co.uk/rate> . You can complete this after any/every encounter with the surgery, whether face to face or by phone. Ask at our reception desk if you would prefer to complete a manual form while you are in the surgery and post in our post box provided.

These are some of the comments that you left for us:

- Excellent service as always. Joint decision making. Feel listened to. Thank you
- I have always found my problems listened to and any treatment done with kindness and respect
- Keep up the good work as long as possible
- Easy to make an appointment online. Friendly staff. No wait to be seen. Total confidence in Dr Clayton
- No option to make an appointment online with a nurse practitioner
- It was a quick and efficient service, as always.
- Patients who are in conversation with the receptionist should not be cut off in order for them to answer the telephone
- Always a friendly and professional service
- The care and attention to detail is outstanding from all the medical staff
- I find the surgery and pharmacy very helpful and efficient and would be very sorry to see it close.
- I am very sorry that we probably won't have a surgery next year.
- I consider that the surgery provides first class health care in all areas and will be sadly missed when Dr Clayton retires next year
- Keep up the good work for as long as possible.