

F&F August Data 2017

FFT Question 1 response: Likely

FFT Question 2 response: "Respect. Precision. Quick"

FFT Question 3 response: Consent NOT GRANTED

FFT Question 1 response: Likely

FFT Question 2 response: "I saw the nurse for BP check. She was very pleasant, welcoming, polite and informative"

FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Always very helpful and reassuring"

FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Neither likely nor unlikely

FFT Question 2 response: "Depending on the doctor who u reccomend"

FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Nice doctors nurses and staff. Good and friendly service. Doctors not diabetic specialist but happy to refer when needed."

FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Very good service"

FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Unlikely

FFT Question 2 response: ""

FFT Question 3 response: Consent NOT GRANTED

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Staff is good"

FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Neither likely nor unlikely

FFT Question 2 response: ""

FFT Question 3 response: Consent NOT GRANTED

FFT Question 1 response: Likely

FFT Question 2 response: "Dr. Lall and the morning receptionist are extremely helpful"

FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Likely

FFT Question 2 response: "Gp listens, suggests investigation process,"

FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Likely

FFT Question 2 response: "The Doctors are friendly and caring"

FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Extremely unlikely

FFT Question 2 response: "The problem is not the surgery the problem is the Dr I would like to see someone fac to face to talk about the problem"

FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Good staff"

FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Likely

FFT Question 2 response: "Good service"

FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Likely

FFT Question 2 response: "Very helpful"

FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Extremely likely

FFT Question 2 response: ""

FFT Question 3 response: Consent NOT GRANTED

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Dr. Rana has a very good bedside manner thus makes you feel comfortable to tell him ones problems."

FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Extremely likely

FFT Question 2 response: "Staff and DR ARE VERY Good"

FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Extremely likely
FFT Question 2 response: "Nice person"
FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Don't know
FFT Question 2 response: "They don't have a professional approach"
FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Likely
FFT Question 2 response: "Our gp is so helping and understanding.....and helping patient in detail listen patient problem in detail....."
FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Likely
FFT Question 2 response: "The nurse was excellent"
FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Likely
FFT Question 2 response: ""
FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Likely
FFT Question 2 response: "Friendly face in reception . Gp approachable"
FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Likely
FFT Question 2 response: "Staff are now friendly sensitive to clients needs."
FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Extremely likely
FFT Question 2 response: "Friendly knowledgeable"
FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Neither likely nor unlikely
FFT Question 2 response: "So far I have only seen the nurse and during my appointment she was eating her breakfast. Not very professional and surprised that eating is allowed at any time in a clinical environment."
FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Unlikely
FFT Question 2 response: ""
FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Likely
FFT Question 2 response: "Had a long wait to see gp"
FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Likely
FFT Question 2 response: "Helpful and friendly"
FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Extremely unlikely
FFT Question 2 response: "Receptionist are not helpful"
FFT Question 3 response: Consent NOT GRANTED

FFT Question 1 response: Likely
FFT Question 2 response: ""
FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Likely
FFT Question 2 response: "Seen on time"
FFT Question 3 response: Consent GRANTED

FFT Question 1 response: Likely
FFT Question 2 response: "The nurse was lovely"
FFT Question 3 response: Consent GRANTED