Patient Comment Card Summary 2020-2021

Date	A Selection of Patient Feedback	Comments/Improvement
April 2020	**Total received = 13** **Recommend to friends and family: 13=Extremely likely, 0=Likely,** **0=Neither, 0 =Unlikely, 0 =Extremely Unlikely**	
	Well done to all concerned, keep up the good work	
	We appreciate all the hard work you are doling at this difficult time-thank you	
May 2020	**Total received = 1** **Recommend to friends and family: =1 Extremely likely , =Likely, =Neither,** **=Unlikely, =Extremely Unlikely**	
June 2020	**Total received = 2** **Recommend to friends and family: =2 Extremely likely, =Likely, =Neither,** **=Unlikely, =Extremely Unlikely**	
	Amazing service	
July 2020	**Total received = 2** **Recommend to friends and family: = 2 Extremely likely, =Likely, =Neither,** **=Unlikely, =Extremely Unlikely**	
	Always excellent service	
August 2020	**Total received = 5** **Recommend to friends and family: 5 =Extremely likely, 0 =Likely, 0** **=Neither, 0 =Unlikely, 0 =Extremely Unlikely**	
	Dr McDermott's advise was spot on. Thanks us for listening to him and feels so much better within himself Thank you for being wonderful during such difficult times	
September 2020	**Total received = 11** **Recommend to friends and family: 7 =Extremely likely 0=Likely, 0=Neither,** **4=Unlikely, 0 =Extremely Unlikely**	
	Receptionist absolutely a superstar. Beautiful manners, kind, helpful , trying	

	to find the best solution Thanks to everybody doing a brilliant job in difficult circumstances Sincere thanks for prompt referral. New appointment system is brilliant.	
October 2020	**Total received = 51** **Recommend to friends and family: 46=Extremely likely 2 =Likely, 1 =Neither, 0=Unlikely, 2=Extremely Unlikely**	
	Well done to everyone for the excellent way in which the flu clinic was organised. Excellent service once more I always get great service, since COVID they really are excelling	
November 2020	**Total received = 13** **Recommend to friends and family: = 13Extremely likely 0=Likely, 0=Neither, 0=Unlikely, 0=Extremely Unlikely**	
	Very friendly and welcoming First class	
December 2020	**Total received = 11** **Recommend to friends and family: 11= Extremely likely 0 =Likely, 0=Neither, 0=Unlikely, 0=Extremely Unlikely**	
	Great service and always polite Outstanding service throughout the pandemic	
January 2021	**Total received = 8** **Recommend to friends and family: 7=Extremely likely 1 =Likely, 0=Neither, 0=Unlikely,0 =Extremely Unlikely**	
	Thank you for your kindness and attention Amazing customer service at this busy time Wonderful practice	
February 2021		
	Total received = 4 **Recommend to friends and family: 4=Extremely likely 0 =Likely,0 =Neither, 0=Unlikely, 0 =Extremely Unlikely**	
	This service is nothing less then exceptional Very grateful for all you are doing	

March 2021	Total received = 9 **Recommend to friends and family: 9=Extremely likely 0=Likely, 0 =Neither, 0=Unlikely, 0=Extremely Unlikely**	
	Excellent care and support. Excellent service. Online communication outstanding.	
Years Summary	**Total received = 130** **Recommend to friends and family:** **124 (95.38%) =Extremely Likely** **3 (2.3%) =Likely** **1 (0.80%)=Neither** **2 (1.5%)=Unlikely** **0 (0%)=Extremely Unlikely** **0 (0%)=Don't Know** *Includes results received through our text message service*	**Thank you for all your comments. Please continue to give us your feedback.**