

## Friends and Family Test Results – June 2019

In June, 100% of patients stated they would be extremely likely to recommend North Chelmsford Healthcare Centre to friends and family. Here are a selection of comments made by patients.

Kindness and consideration of staff. I have already recommended a couple of friends.

Prompt timing of appointments. Extremely helpful staff. GPs are understanding and considerate of needs.

Prompt service and friendly nurse.

Someone is listening to me – so I am glad.

Appointment generally on time, can always get an appointment - nurse really great and knowledgeable.

Kind staff, friendly.

To complete the NHS Friends and Family Test, please ask at Reception. Thank you.