

1 - 3 = RECOMMENDED

80%

4 - 5 = NOT RECOMMENDED

20%

6 - DON'T KNOW

0%

### Friends and Family Responses - November 2017

Dates	Department	Rating	Response
03/11/2017	Lisa Wilkinson	4	That rating was done on the basis I came in for my ears cleaned or syringe ,one ear was not even done because I was told it didn't need doing ,and the ear that was done I didn't feel the nurse tried hard enough to help in removing anything that was blocking my ear was told to make another appointment to come back in two weeks and in mean time go back to using ear drops from the chemist which I've used for two weeks already now being told to use for further two weeks when it says on the bottle use for TWO WEEKS ONLY
08/11/2017	Jayne Swarbrick	1	Friendly staff
22/11/2017	Samuel Esuga	1	Friendly and efficient reception excellent care from Doctors
29/11/2017	John Kilgour	1	
29/11/2017	Andrew Finan	2	Can't give top rating due to long waiting time for appointments. But Doctor that my appointment was with was excellent.