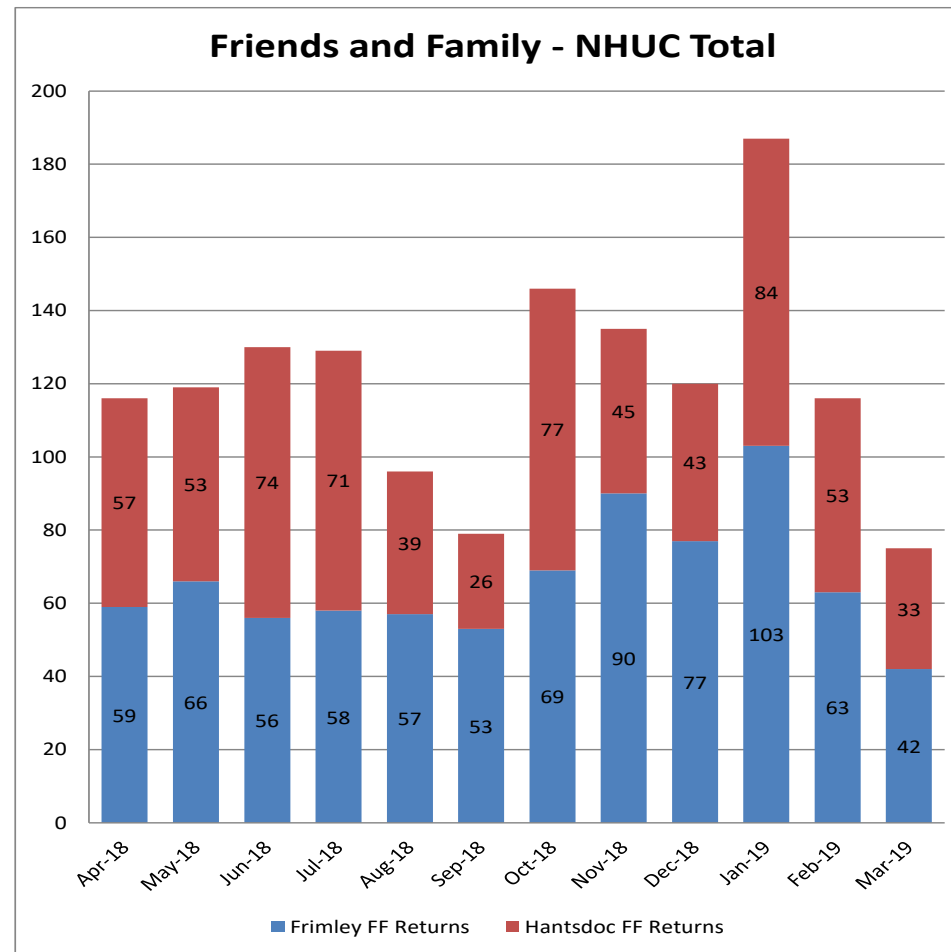


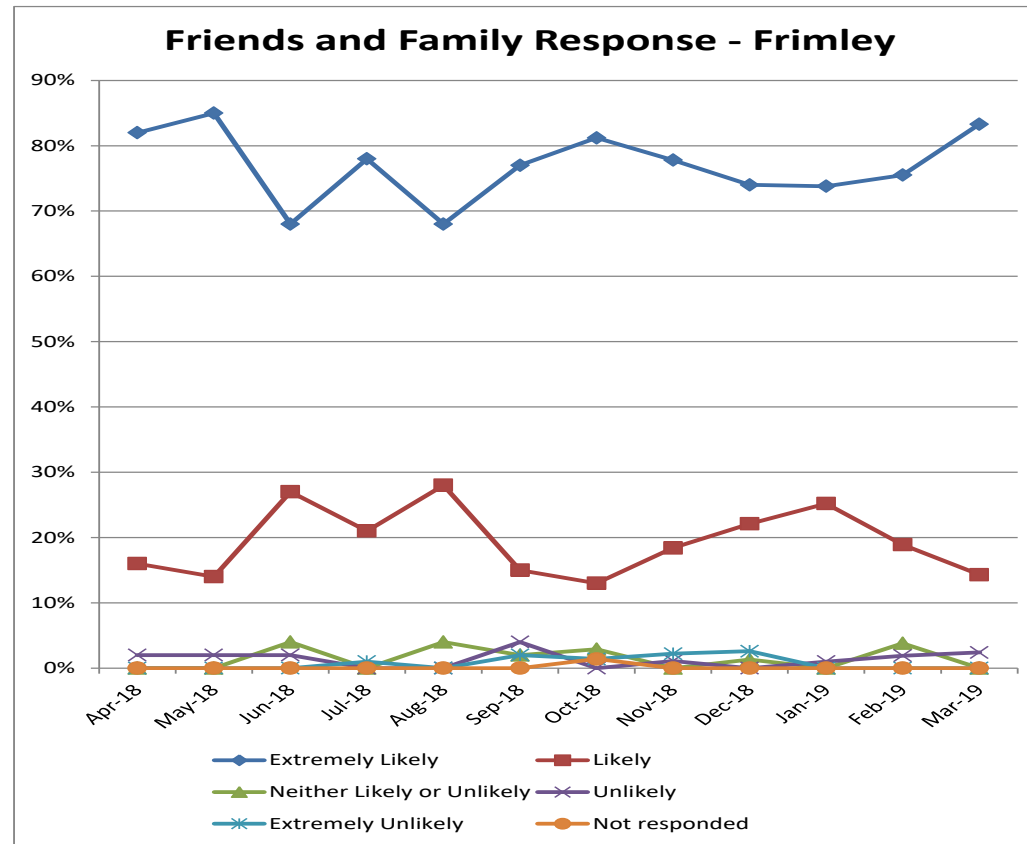
**NHUC Patient Questionnaires April 2018~March 2019**

PSQ Returns	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Total Returns
Frimley FF Returns	59	66	56	58	57	53	69	90	77	103	63	42	969
Hantsdoc FF Returns	57	53	74	71	39	26	77	45	43	84	53	33	823
NHUC Activity	6778	6777	5918	5898	5556	5683	5648	5938	7854	6277	5825	6575	95164
% Returns Each Month	1.7%	1.8%	2.2%	2.2%	1.7%	1.4%	2.6%	2.3%	1.5%	3.0%	2.0%	1.1%	1.9%



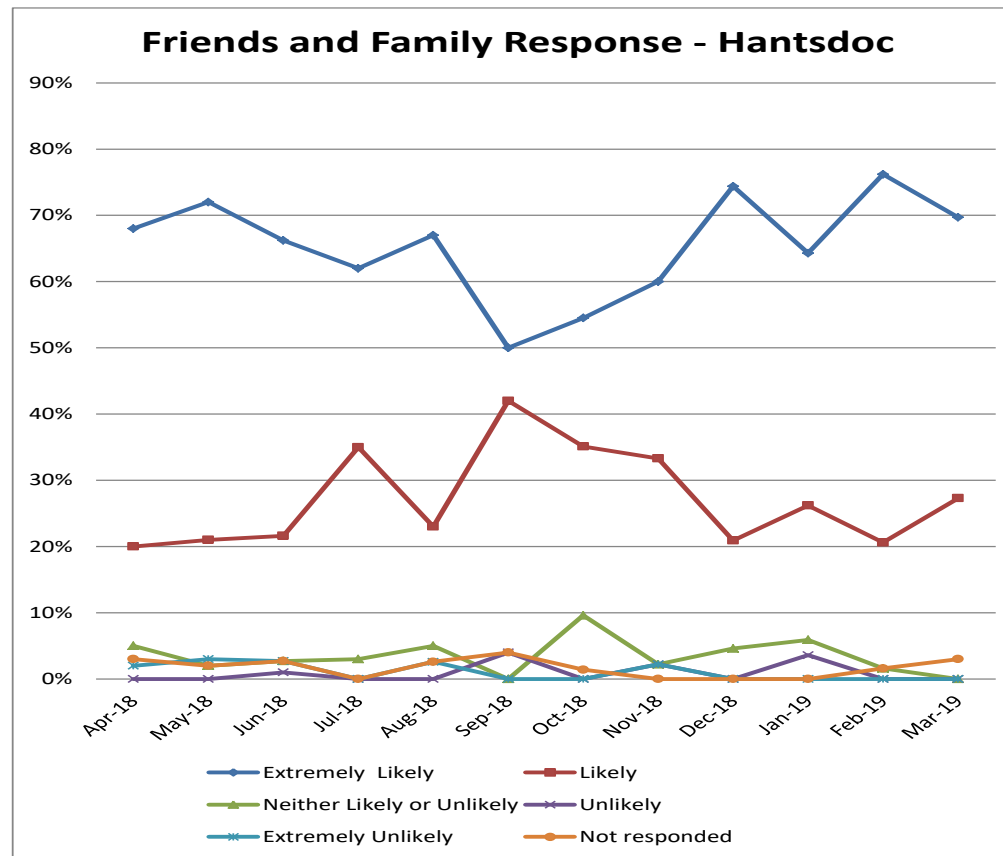
**NHUC Patient Questionnaires April 2018~March 2019**

Frimley	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Extremely Likely	82%	85%	68%	78%	68%	77%	81%	78%	74%	74%	76%	83%
Likely	16%	14%	27%	21%	28%	15%	13%	18%	22%	25%	19%	14%
Neither Likely or Unlikely	0%	0%	4%	0%	4%	2%	3%	0%	1%	0%	4%	0%
Unlikely	2%	2%	2%	0%	0%	4%	0%	1%	0%	1%	2%	2%
Extremely Unlikely	0%	0%	0%	1%	0%	2%	1%	2%	3%	0%	0%	0%
Not responded	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%



**NHUC Patient Questionnaires April 2018~March 2019**

Hantsdoc	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Extremely Likely	68%	72%	66%	62%	67%	50%	55%	60%	74%	64%	76%	70%
Likely	20%	21%	22%	35%	23%	42%	35%	33%	21%	26%	21%	27%
Neither Likely or Unlikely	5%	2%	3%	3%	5%	0%	10%	2%	5%	6%	2%	0%
Unlikely	0%	0%	1%	0%	0%	4%	0%	2%	0%	4%	0%	0%
Extremely Unlikely	2%	3%	3%	0%	3%	0%	0%	2%	0%	0%	0%	0%
Not responded	3%	2%	3%	0%	3%	4%	1%	0%	0%	0%	2%	3%



## Frimley Friends and Family Comments

Patient	The Doctor was very friendly and took time and care to explain the situation. She was fantastic
NHUC	Thank you, we have passed on your comments to the Clinician involved.
Patient	Excellent, and calmness helped a personal/private area condition.
NHUC	Thank you we have emailed the registrar your comments and thanked them for the hard work. A copy of this has been added to the file.
Patient	Doctor on call - Very rude, never been treated so badly. As for his attitude, didn't expect to be treated so badly.
NHUC	We are sorry this is how you felt and are always disappointed to receive negative feedback. We are unable to respond or investigate as you have responded anonymously.
Patient	I was referred to Frimley SAU by the Doctor and I am very grateful to her as I was very unwell and I had to stay in hospital for four days. My problem is on going, so as I said I am grateful for the out of hours service.
NHUC	Thank you, we have passed on your comments to the Clinician involved and also to our Medical Director/Chief Nurse.
Patient	I thought the Lady on the phone was kind and methodical. Advice given was good. Many thanks.
NHUC	Thank you, we have passed on your comments to the Clinician involved and also to our Medical Director/Chief Nurse.
Patient	Way more thorough, kind, reassuring and understanding than our usual GP. I wish she was my regular GP!
NHUC	Thank you. We are fortunate to have a lovely team here at Frimley unable to send on to doctor as anonymous reply.

## Hantsdoc Friends and Family Comments

Patient	My eye was so painful. I can't believe how quickly the doctor rang after my 111 call. His advice was excellent - my husband came back with as close to the recommended pain killer as possible, and the pain eased almost immediately. Massive relief. Thank you so much to the wonderful calm doctor who responded so quickly.
NHUC	Thank you for your positive feedback, we have passed these comments on to the doctor.