

FRIENDS AND FAMILY TEST 2015

Results – April 2015

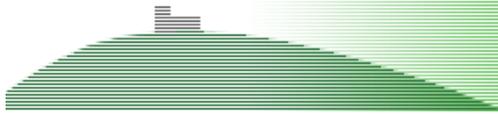
In December 2014 the practice implemented the Family & Friends Test, which in January 2015 became reportable to NHS England. This test is a feedback tool to gather useful information from our patients who use our services to identify areas where improvements can be made so practical action can be taken and inform current and prospective patients about the experiences of those who use our practice.

In April 2015 the practice received a total of 18 responses of which 15 were in-house and 3 via our website feedback tool. Below are the responses to the main question of how likely are you to recommend our GP practice to friends and family if they needed similar care of treatment?

Extremely Likely	16
Likely	2
Neither likely nor unlikely	0
Unlikely	0
Extremely Unlikely	0
Don't Know	0

The practice received the following comments: -

- Amazing treatment by all.
- Dr. Drewett has been a fab doctor and helped me through some hard and painful times.
- Excellent service, the doctors are fantastic, the receptionists are lovely to deal with. You really feel they care for your well-being.
- Very good surgery, doctors very good, always happy to help and lovely staff.
- I have always received excellent help and consideration in my treatment and any referral to hospital, especially as I could have lost my voices to throat cancer (major), mine was minor.
- A very good polite and prompt service.
- All staff are friendly, respectful and professional. Appointments are always given asap often on the same day as requested and referrals to specialists if necessary. Only drawback is the phone system, early morning often takes an hour to get through to appointments.
- Staff and doctors are always friendly and helpful. In 27-years have always been able to have an appointment on the same day.
- We've been coming to this surgery for nearly 18-years and never once have we been treated with anything but care and compassion by the whole practice, doctors, nurses and reception, for which we say a big thank you.
- Staff and doctors always considerate and do their best to help. Lots more to do in the 21st century!!
- Cannot fault the surgery.
- Very polite staff, caring doctors.
- The staff are welcoming, the doctors listen to my problems.
- Having been with the practice for 49-years, I have always found the doctors, nurses and receptionists very pleasant and helpful. I also like the system that is used for appointments.



- Always friendly and prompt attention, with few delays in getting an appointment. Recent changes to on-line prescription re-ordering a great help.
- My appointment was made with no trouble at all. I was seen by the nurse right on time. As always the reception staff were friendly and efficient. All in all, it could not be better!!!
- Helpful, friendly, especially with advice on how treatment will continue.
- Nearly always able to get same day appointments, friendly and approachable staff.

We appreciate that not everyone will experience a full personal satisfaction from our practice and services, but patient feedback is an essential tool that helps us deliver a high standard of care that is focused on the needs of the local community.

Thank you for participating and providing feedback.