



## FRIENDS AND FAMILY TEST RESULTS – August 2017

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 August 2017 the practice received a total 4 responses of which 16 were in-house and 1 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	13
Likely	3
Neither likely nor unlikely	1
Unlikely	0
Extremely Unlikely	0
Don't Know	0

The practice received the following comments that patients were happy to made public: -

- Always receive good service.
- Always able to get an appointment. Nice friendly staff.
- The Advanced Nurse Practitioner is amazing, she really made me so much better about myself as I am having a hard time at the moment with my mental health.
- I have been treated by this surgery for the last 35-40 years, I have always found everyone most helpful and pleasant, I would never change surgeries. Myself and my family have always received the best treatment possible.
- The practice is friendly and tries hard to meet my needs for medical care (appointments etc). The doctors have been caring and ready to go the extra mile (phoning me at home with results).
- Extremely helpful and always get an appointment when needed.
- Always received excellent care from both doctors and nurses over many years. The surgery is very well run and easy to make appointments. All staff and doctors are friendly and inspire confidence in treatment.
- Because I like everybody.
- Everyone is so helpful.
- Friendly/helpful reception staff. Always willing to help. Great doctors to.

*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.**



- My experience of doctors and staff has been and still is first class, keep up the good work from a very grateful patient.
- Very caring and accommodating, especially with young children but it can be difficult to get a non-urgent appointment.
- Friendly staff, efficient service.
- Was able to book an appointment on the day. Polite service.

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