



## FRIENDS AND FAMILY TEST RESULTS – December 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 December 2017 the practice received a total 19 responses of which 5 were in-house, 13 via text message 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	18
Likely	1
Neither likely nor unlikely	0
Unlikely	0
Extremely Unlikely	0
Don't Know	0

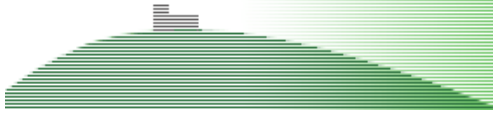
The practice received the following comments that patients were happy to made public: -

- Faultless service received from receptionist and doctor.
- Due to my GP and the care and attention given to me as a patient.
- Reception is in the main friendlier than most surgeries. My husband and I can usually see a doctor the same day that we ring. We just feel so well looked after.
- I was extremely poorly and needed a doctor to visit me, the person dealing with my call ensured I got the help I needed. So important when you have an underlying health condition.
- The surgery wasn't busy on my visit and I was seen straight away. My mental health needs were taken seriously by my doctor and he was very understanding.
- Churchdown Surgery must be one of the best, if not the best, GP practices in the county. We have always found that the staff, doctors, reception staff and secretaries provide an excellent level of service and we are always able to get an appointment within a sensible timescale should we need it. It is clear that the staff are doing everything possible to look after their patients well and I hope that the new surgery helps them continue to do so. Thank you for everything you do.
- Good service, welcoming staff, always seen within a day or so or if necessary on the same day. A family member living in Hampshire says she is lucky to get an appointment within 2-weeks.
- Excellent, helpful, caring staff – doctors, nurses, admin and support. Thank you.

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*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.**



- Always happy with service,
- Based on mine and my wife's experiences over a long period of dealing with Churchdown Surgery. Generally speaking we have received excellent treatment and care over the 30-years we have lived in Churchdown.

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**Thank you for participating and providing feedback.**