

## FRIENDS AND FAMILY TEST RESULTS – February 2018

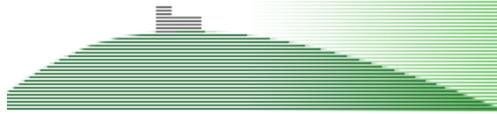
In December 2014 the practice implemented the Family & Friends Test, which in January 2015 became reportable to NHS England. This test is a feedback tool to gather useful information from our patients who use our services to identify areas where improvements can be made so practical action can be taken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

In February the practice received a total 86 responses of which 0 were in-house, 86 via text message and 0 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	76
Likely	2
Neither likely nor unlikely	1
Unlikely	0
Extremely Unlikely	2
Don't Know	1

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

- Good advice. Dr listened to my problems.
- Have never had a problem with this surgery. Always very obliging.
- This surgery tried always to manage a quickly appointment or a phone call, all doctors are really good, friendly staff, never long waiting.
- Always courteous, efficient and friendly.
- Professional staff, thanks to the ANP I saw. Appointment on same day I called thank you.
- I don't feel I am being taken seriously.
- Knowledgeable Nurses happy workplace and great doctors.
- Doctor was very helpful and didn't dismiss my concerns.
- Staff are always friendly and very helpful.
- Always very helpful and friendly and can always get an appointment.
- Appointment on time. Staff friendly and professional.
- Great receptionists. Good appointment system and personal GP.
- One surgery for such a large village makes it incredibly difficult to get an appointment. I've regularly had to try 5 times and be on hold each of those times with the phone just ringing for a rather long time.
- Great service and care everytime!
- My GP has been really great helping through everything and I feel very supported.



- Because the doctor was extremely good and through.
- Easy to get appointment, on time and satisfied with GP.
- Appointment on time, efficient and friendly service.
- I have nothing but praise for Churchdown Surgery.
- The nurse was so kind and friendly and I felt completely relaxed.
- Some practitioners are lovely, however a couple are very unsympathetic and don't listen attentively.
- I got an appointment quickly. Receptionist was lovely. Friendly, helpful, polite. The HCA I saw was brilliant. Really professional but also kind, caring and compassionate. I didn't feel rushed and I felt really well informed and well cared for. Excellent service.
- The surgery team are excellent .they are all pleasant and very helpful whatever the problem. So much better than other surgeries.
- The doctor was running late reply but I was informed. When I saw the doctor even though she was behind I did not feel rushed. She gave me the time I needed. I get stressed going but always made to feel welcome.
- All the staff including the Drs are excellent. Nothing is too much trouble. Would definitely recommend them.
- I scored 1because I think we have the best system for the whole of the running of the surgery, you can ring and get an appointment on the day, blood tests are back and reported on within days and if you can't see a GP they will call you.
- Can always get an appointment the same day, something which i think is very important, and Doctors always first class.
- I received a very efficient and friendly service from the doctor today. Thank you.
- The ANP I saw was excellent, very patient and re-assuring. I didn't have to wait long to be seen either.
- Friendly & helpful nurse, who was reassuring & put me at ease.