



## FRIENDS AND FAMILY TEST RESULTS – May 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 April 2017 the practice received a total 1 responses of which 1 were in-house 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	1
Likely	0
Neither likely nor unlikely	0
Unlikely	1
Extremely Unlikely	0
Don't Know	0

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

- I moved to Churchdown 3-years ago and had been with my previous surgery 40-years and had amazing care with them. I was unsure if I would get similar treatment at the Churchdown practice, I should not have worried your practice has been just as amazing. I have never been unable to get an appointment and the reception staff without fail are helpful and understanding, as are the nurses. The doctors I have seen are without fail friendly, professional and really helpful. It is a great practice.