



FRIENDS AND FAMILY TEST RESULTS – October 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 November 2017 the practice received a total 7 responses of which 6 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	7
Likely	0
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: -

- I am extremely likely to recommend Churchdown Surgery because the reception staff are friendly and helpful. I have never failed to get an appointment on the same day, unless my Doctor is on holiday.
- Saw a Doctor this morning for the first time, what a lovely man. So kind and helpful.
- Excellent service, staff wonderful.
- Very professional, yet very welcoming 10/10.
- Reception staff wonderful, GP all dedicated and professional. All smile and enjoy a joke.
- Would highly recommend as same day appointments and overall the service.
- Would highly recommend this practice to new patients coming to the area. All staff excellent.