



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 October 2017 the practice received a total 4 responses of which 4 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	3
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: -

- The Practice Nurse was so lovely and kind, made me feel at ease, lovely lady.
- Good time keeping on appointments, reception always helpful and polite. Maybe issue paper slips for appointments instead of printed card, ? cost effective.
- Service is superb.
- You have always been very helpful to me and my husband.