

Friends and Family Test Results

January 2018

Thank you to the patients who completed the Friends and Family Test survey in January 2018.

The Practice received 76 responses for Question 1 during this month.

92% stated that they were likely or extremely likely to recommend our practice to their friends and family.



The Practice has recently changed their appointment system and we were after feedback from patients on how the new system was working and whether there had been a considerable increase in patient satisfaction.

The Practice received 41 responses for Question 2 during this month.

95% stated that their experience of making an appointment was excellent, very good or good.



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If we could change anything about your care or treatment to improve your experience, what would it be?

The responses were as follows:

- No comments received

Miss Anna Butrym
Practice Manager