

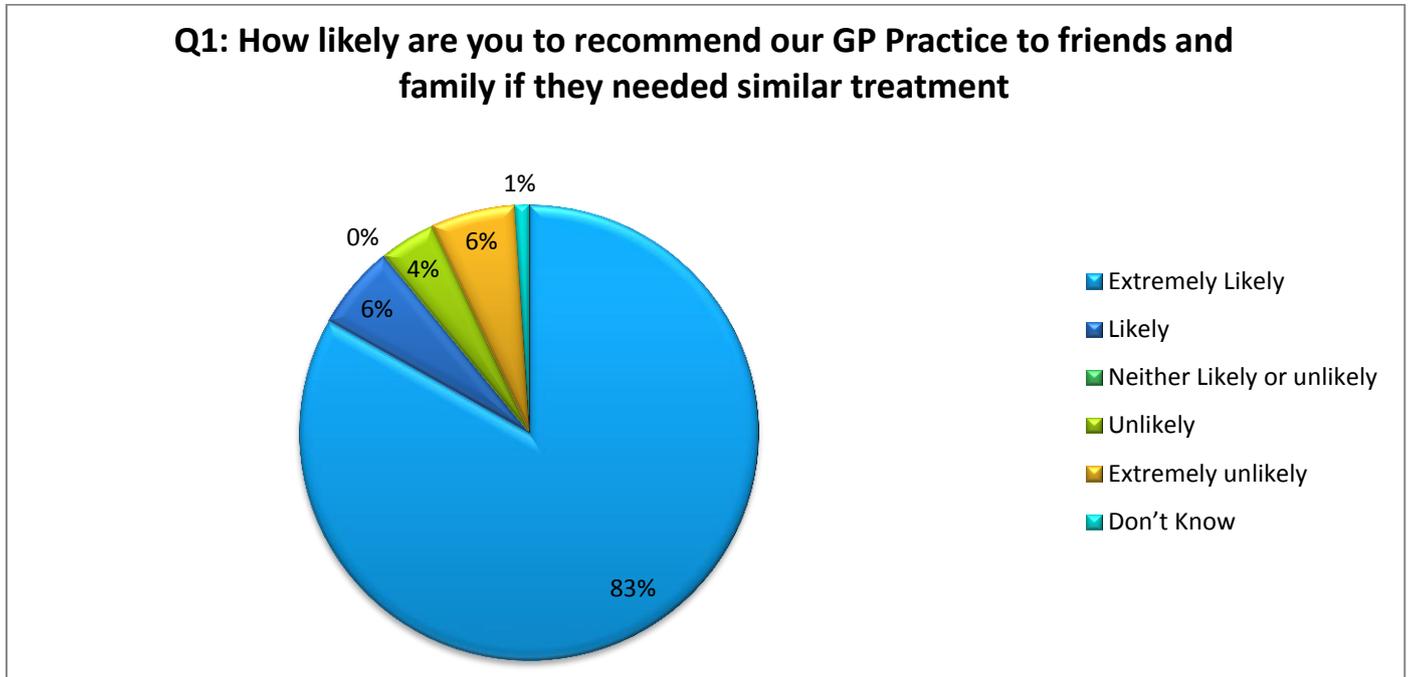
Friends and Family Test Results

January 2017

Thank you to the patients who completed the Friends and Family Test survey in January 2017.

The Practice received 101 responses for Question 1 during this month.

89% 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 63 responses for Question 2 during this month.

91% stated that their experience of making an appointment was excellent, very good or good.



Friends and Family Test Results

January 2017

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

The responses were as follows:

- No fault to find
- Only thing that was not pleasant: I have to wait 15-20 minutes more after my given time. Other than that all services are very good.
- A map/plan of the layout of the rooms would be helpful to new patients.

Comments from the practice

Overall, the comments are positive and thank you to the patients that have taken the time to make suggestions to improve our service or your experience whilst attending the surgery.

- The Practice will develop a map showing the layout of the rooms for Moor Park and Whitegate Drive.

Mrs Sharon Orr
Practice Manager
February 2017