

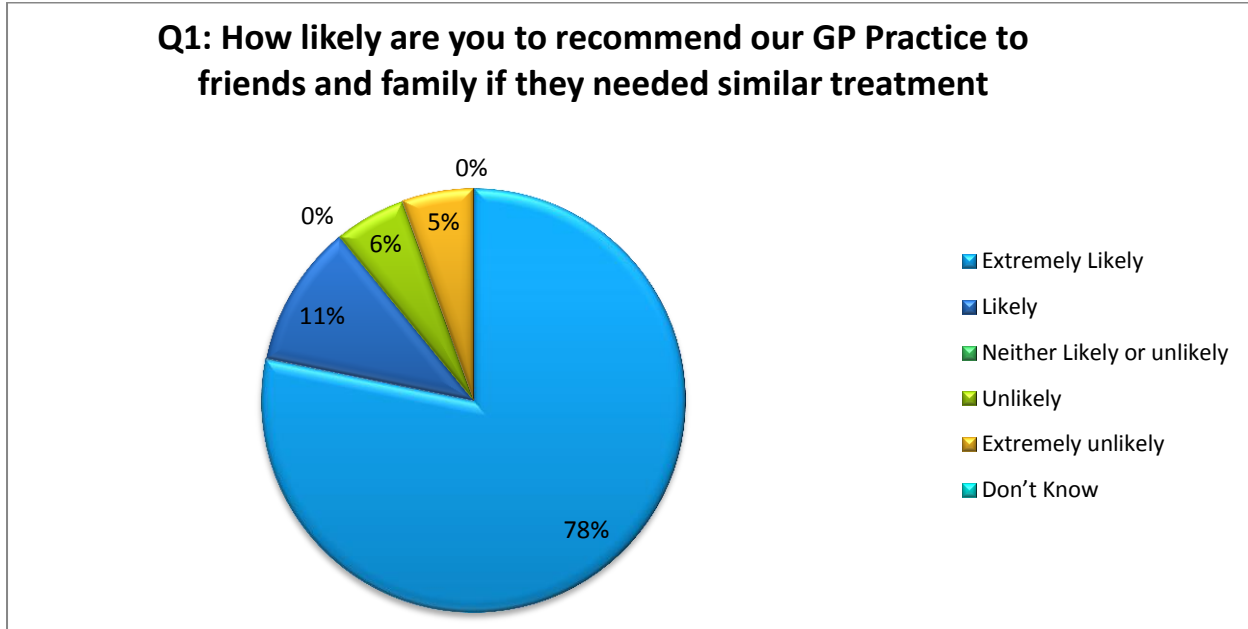
# Friends and Family Test Results

## December 2017

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

The Practice received 55 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 28 responses for Question 2 during this month.

93 % stated that their experience of making an appointment was excellent, very good or good.



# **Friends and Family Test Results**

## **December 2017**

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

The responses were as follows:

- Dr Munish Ahluwalia – Please employ full time.
- The telephone appointments line is a terrible idea. Making appointments through a Receptionist who can see Dr's diary on screen and book in is much better. Eventually got through and was asked to call back at 6pm the next day!
- There should be more like Clare Denham. Lovely person.
- I cycled but there is nowhere to lock it. I had to lock my bike to a rubbish bin. Not happy about that.
- You are doing fine. Don't need to improve.
- Disabled toilet; I could not get hold of the toilet paper, as it was on the left hand side and I am unable to use the left side because of a stroke.

### **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.

In response to the questions above:-

- The practice shall make further enquiries as to whether where we can site a cycle lock at Whitegate Drive

Mrs Sharon Orr  
Practice Manager