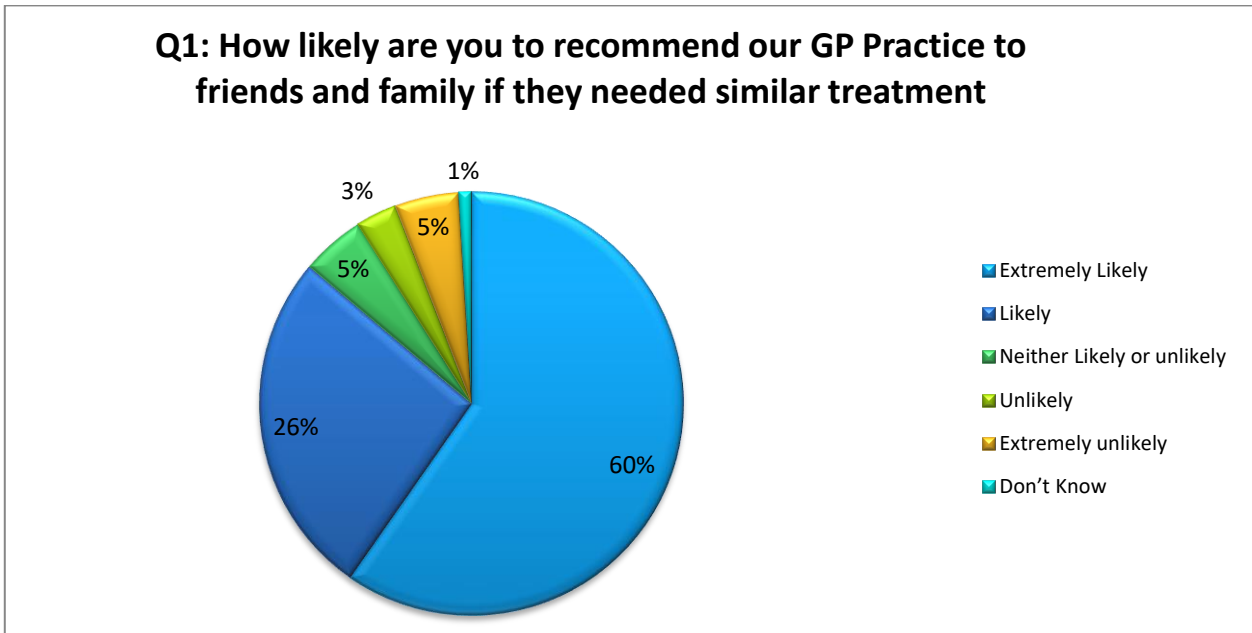


Friends and Family Test Results

December 2019

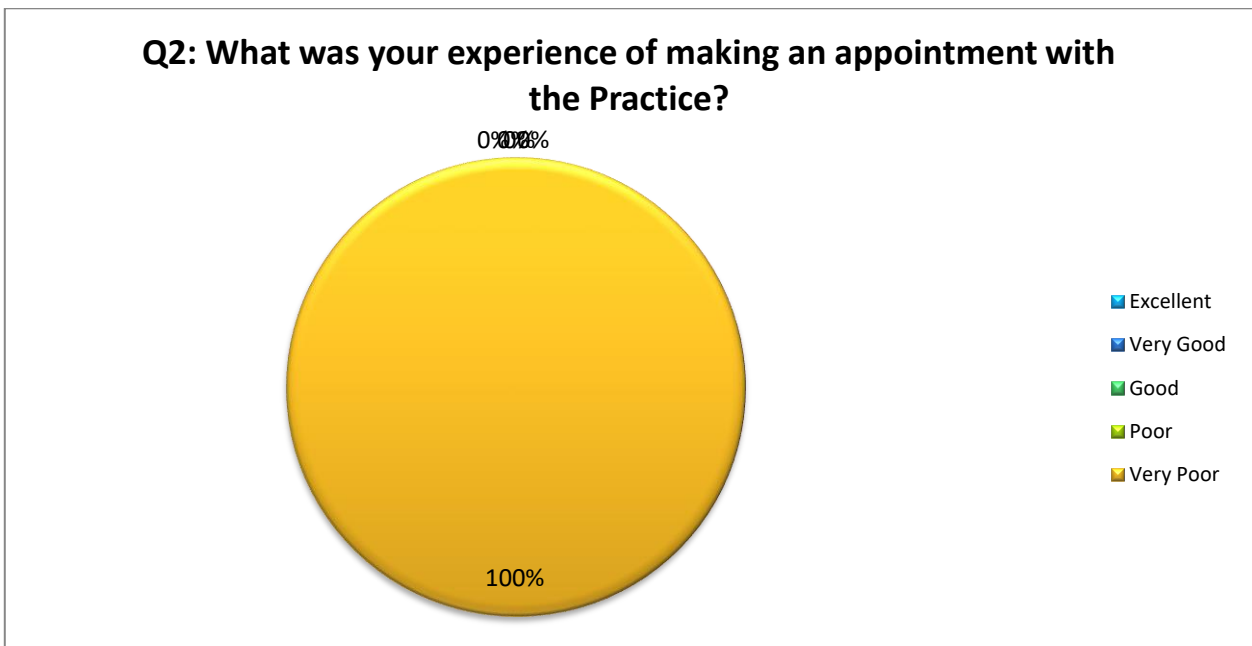
Thank you to the patients who completed the Friends and Family Test survey in December 2019.

The Practice received 412 responses for Question 1 during this month. 86% 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 1 response for Question 2 during this month. 0% stated that their experience of making an appointment was excellent, very good or good.



Thank you to all the patients that have taken the time to participate in our monthly survey.

Miss Anna Butrym
Practice Manager