

Friends and Family Test Results

February 2018

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

The Practice received 84 responses for Question 1 during this month.

93% 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 51 responses for Question 2 during this month.

88% 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:

- Your receptionist Africa is so helpful and kind and I would like to thank her for being so kind. I was rather upset when I came into the Surgery and she couldn't do more for me. Please let her know that her kindness is highly appreciated!

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.

Miss Anna Butrym
Practice Manager