

Friends and Family Test Results

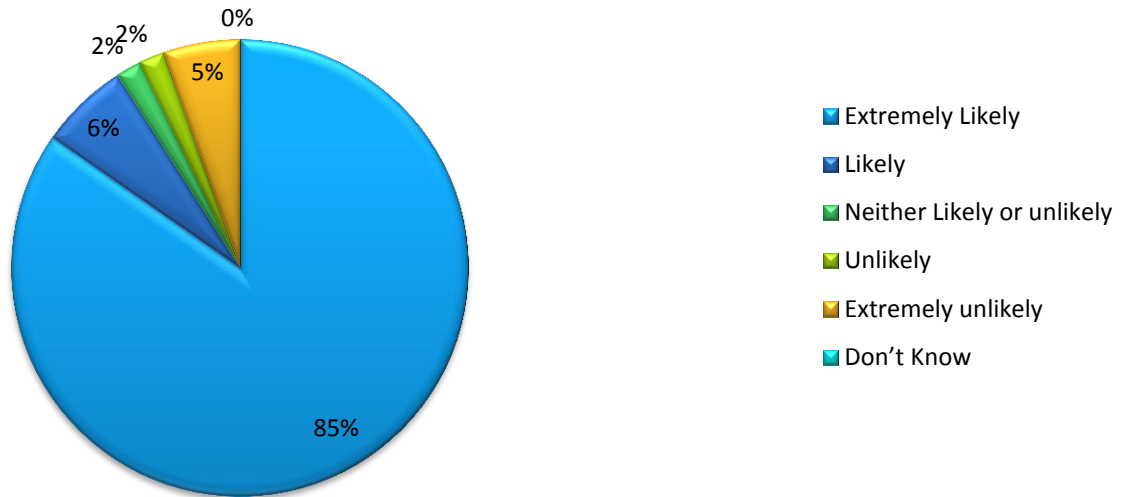
March 2017

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

The Practice received 111 responses for Question 1 during this month.

91% stated that they were likely or extremely likely to recommend our practice to their friends and family.

Q1: How likely are you to recommend our GP Practice to friends and family if they needed similar treatment

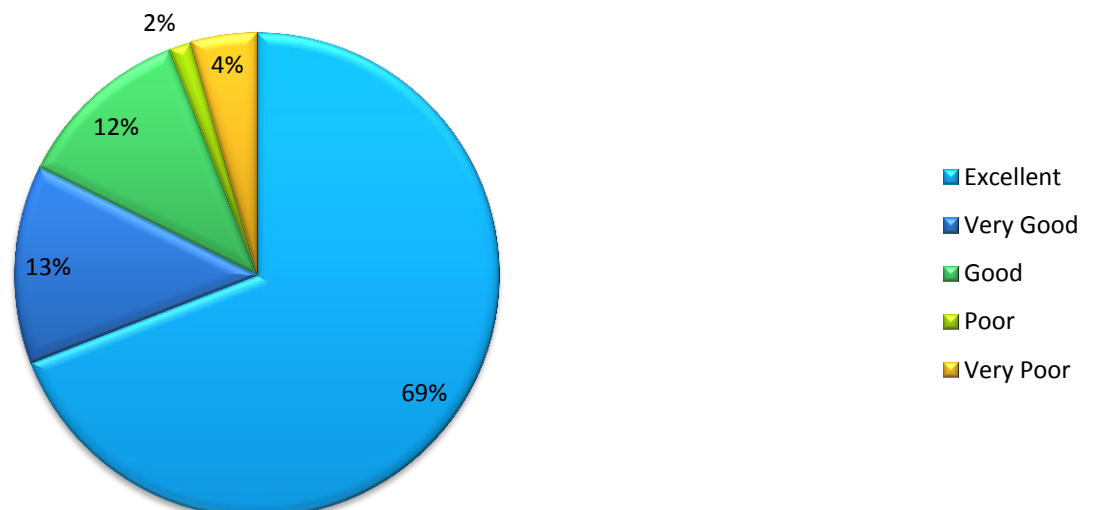


The Practice has recently changed their appointment system and we were after feedback from patients on how the new system was working and whether there had been a considerable increase in patient satisfaction.

The Practice received 68 responses for Question 2 during this month.

94% stated that their experience of making an appointment was excellent, very good or good.

Q2: What was your experience of making an appointment with the Practice?



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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:

- Sometimes when trying to find out information, the attitude of the odd staff can feel a little abrupt. The majority of staff are fantastic. Thank you.
- I feel this surgery is fantastic, especially Nurse Clare Denham, she goes out of her way every time and is friendly with no problems bothering her.
- Dr Nolan has been extremely helpful, along with a great listener. I was in desperate need and she was someone I could confide in.
- Sue Morcos is brilliant every time I see her; she reassures I can get better. She is brilliant.
- Excellent service.
- More nurses, more doctors available. Brought a 9 month old baby for appointment. Been sat 45 minutes to see the nurse.

Comments from the practice

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

Mrs Sharon Orr
Practice Manager
April 2017