

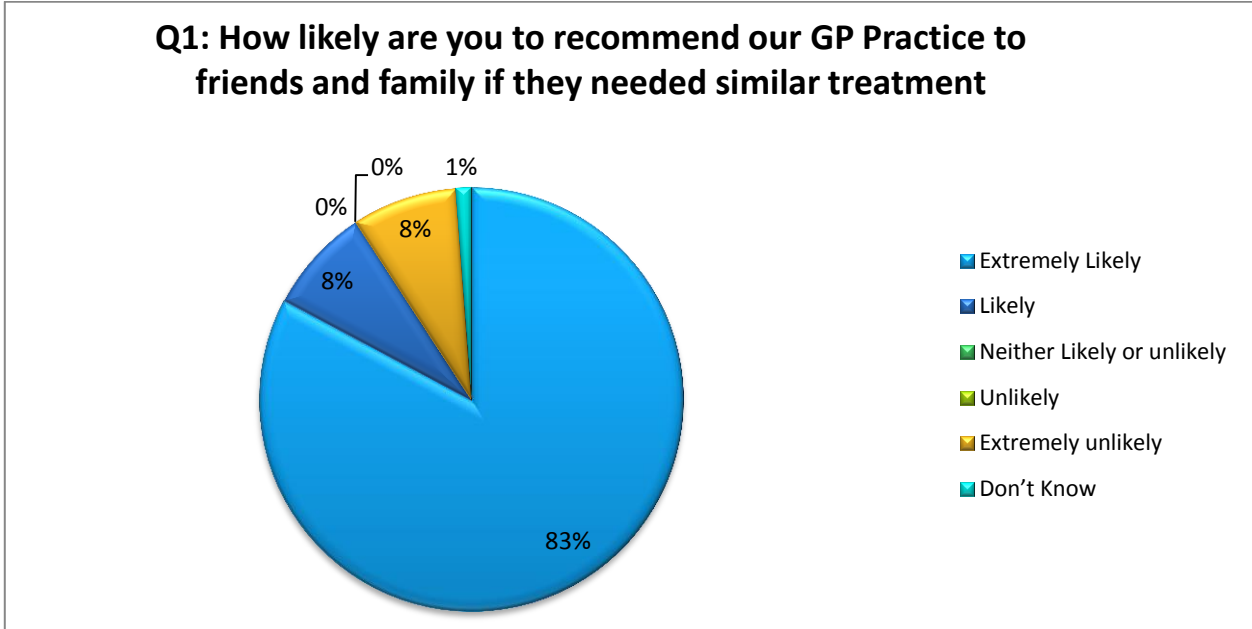
Friends and Family Test Results

April 2018

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

The Practice received 87 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.



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 49 responses for Question 2 during this month.

88% stated that their experience of making an appointment was excellent, very good or good.



Friends and Family Test Results

April 2018

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

The responses were as follows:

- “I had my bloods taken on Friday 13th with Michelle (Clements), she is so lovely and always puts my mind at ease as I am going through a very hard time. She is the best nurse I have ever had.”

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