

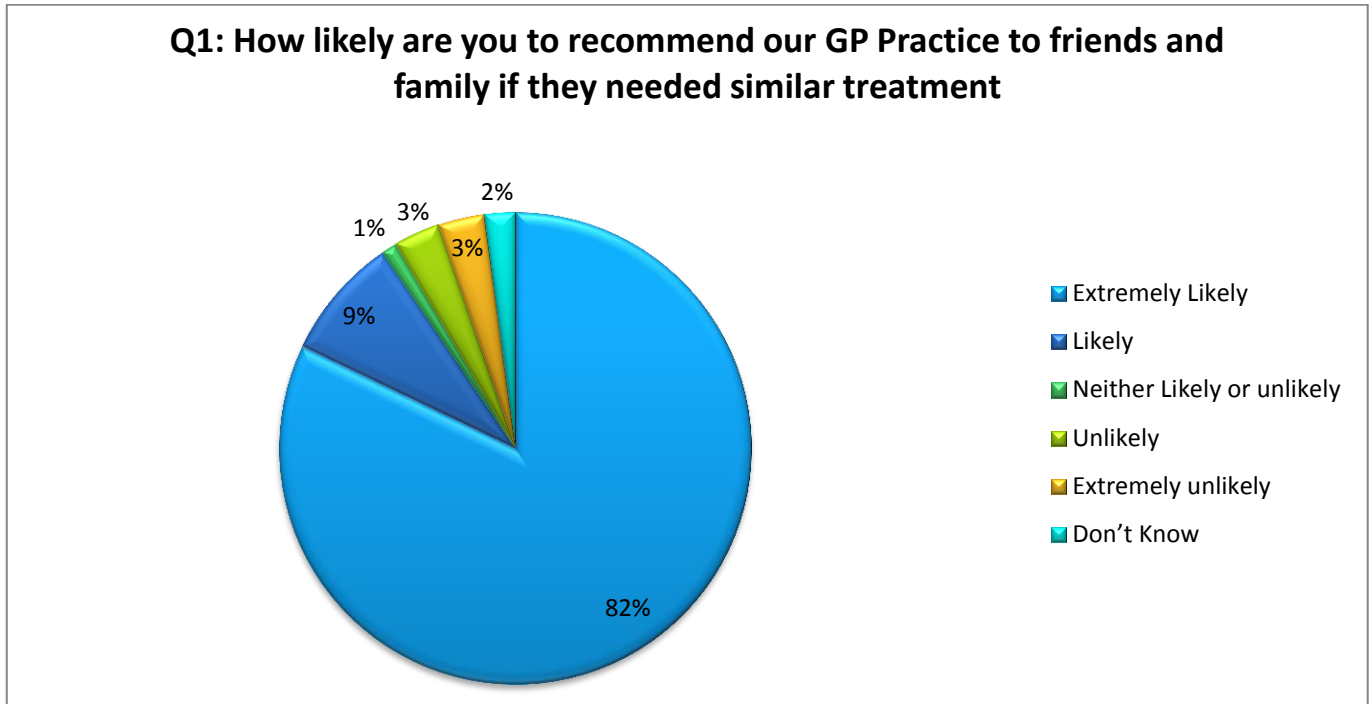
Friends and Family Test Results

May 2017

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

The Practice received 95 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 65 responses for Question 2 during this month.

84% stated that their experience of making an appointment was excellent, very good or good.



Friends and Family Test Results

May 2017

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

The responses were as follows:

- Nothing, perfect
- I find Nurse Practitioners extremely helpful. They don't rush you and listen to you. When I am trying to see a doctor – I am constantly told "Go to the Walk-in-Centre". We obviously don't need GP Surgeries, just Walk-in-Centres??

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.

Mrs Sharon Orr
Practice Manager
June 2017