

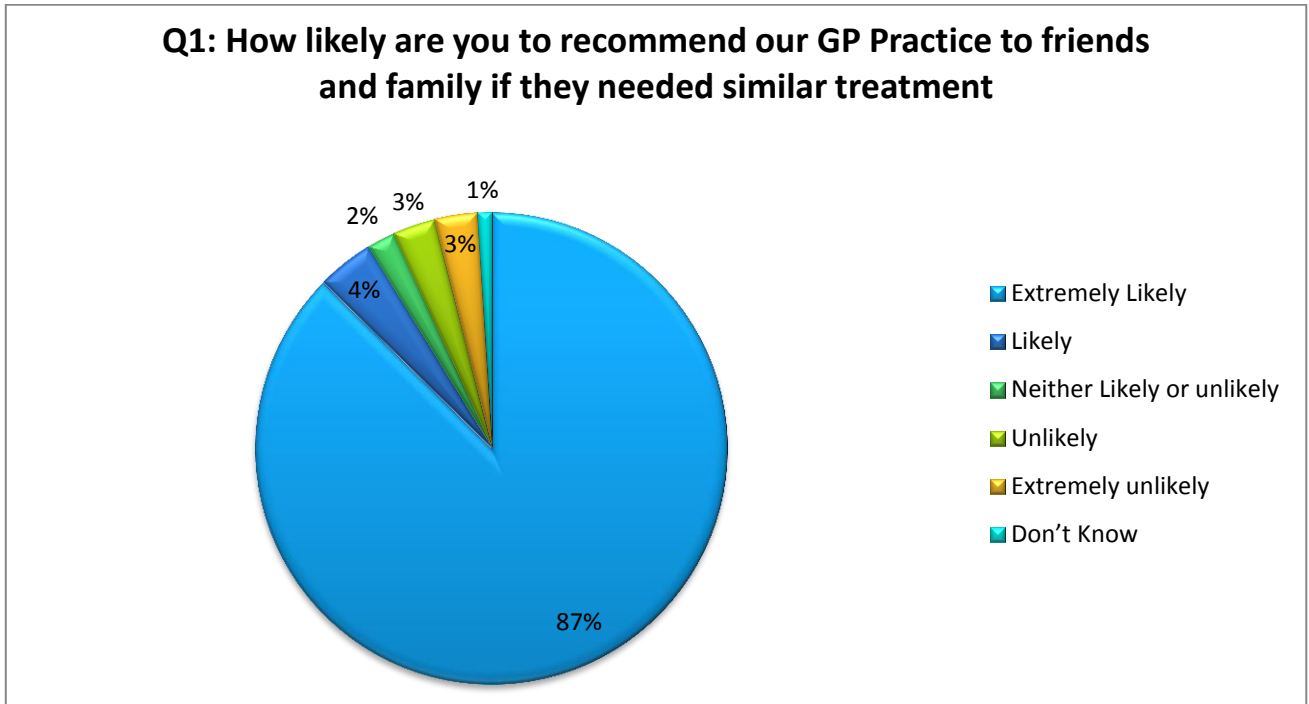
Friends and Family Test Results

June 2017

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

The Practice received 103 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 71 responses for Question 2 during this month.

96% stated that their experience of making an appointment was excellent, very good or good.



Friends and Family Test Results

June 2017

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

The responses were as follows:

- Was unable to make an appointment via online link. Improvement to this system would be useful.
- Ridiculous only one member of staff on the appointment line after 4pm

Comments from the practice

In response to the questions above:-

The practice is unaware of any problems with Emis Access (online booking).

The practice shall review their staffing levels for the appointments line to ensure we have enough cover to meet patient demand.

Mrs Sharon Orr
Practice Manager