

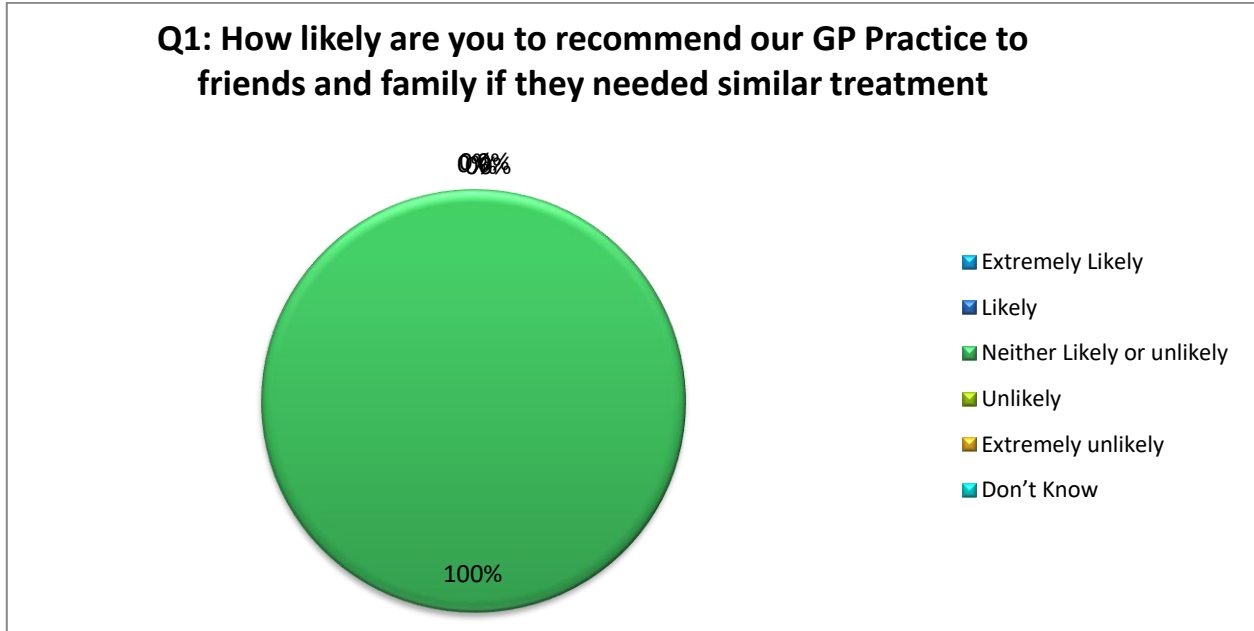
Friends and Family Test Results

June 2018

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

The Practice received 1 response for Question 1 during this month.

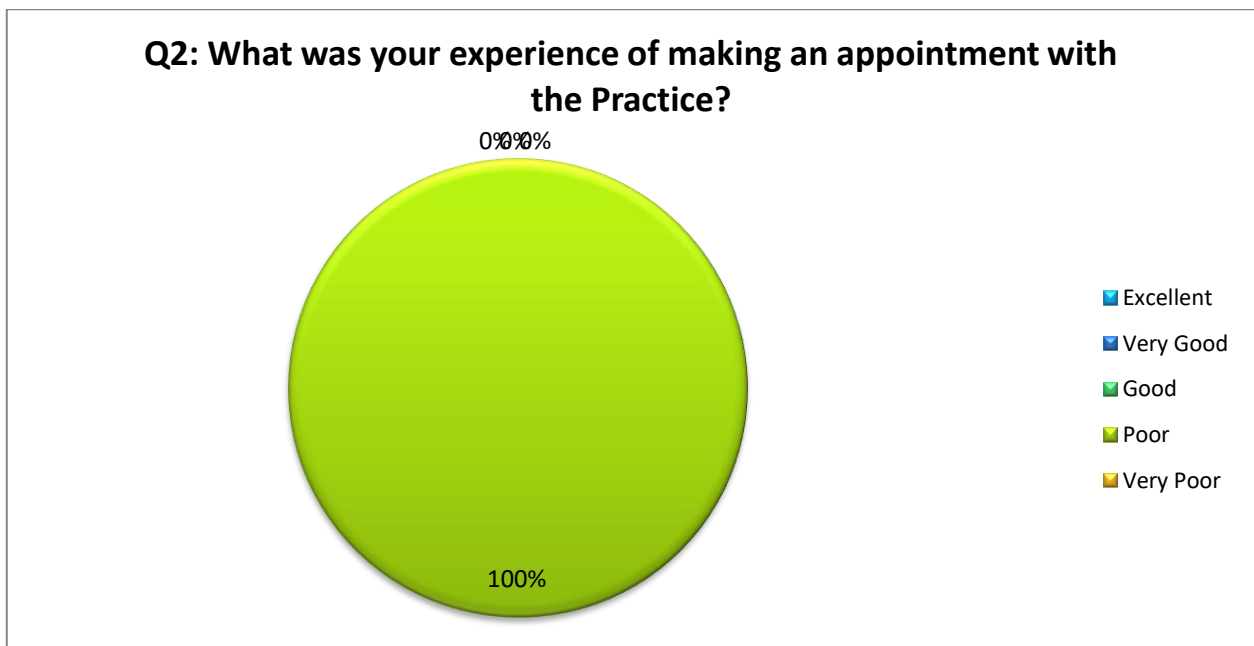
100% stated that they were neither likely or unlikely to recommend our practice to their friends and family.



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 1 response for Question 2 during this month.

100% stated that their experience of making an appointment was poor.



Friends and Family Test Results

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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:

- “The waiting times for making an appointment are ridiculous. 4 weeks? I feel this is something that needs rectifying. Thanks.”

Comments from the Practice

We are currently trying to focus on improving patient access by addressing the high number of missed appointments. Every month since the start of this year there have been over 300 appointments missed with various clinical staff which makes a total of 1,993 for this year so far. We are also currently in the process of recruiting another Advanced Practitioner.

Miss Anna Butrym
Practice Manager