

Friends and Family Test Results

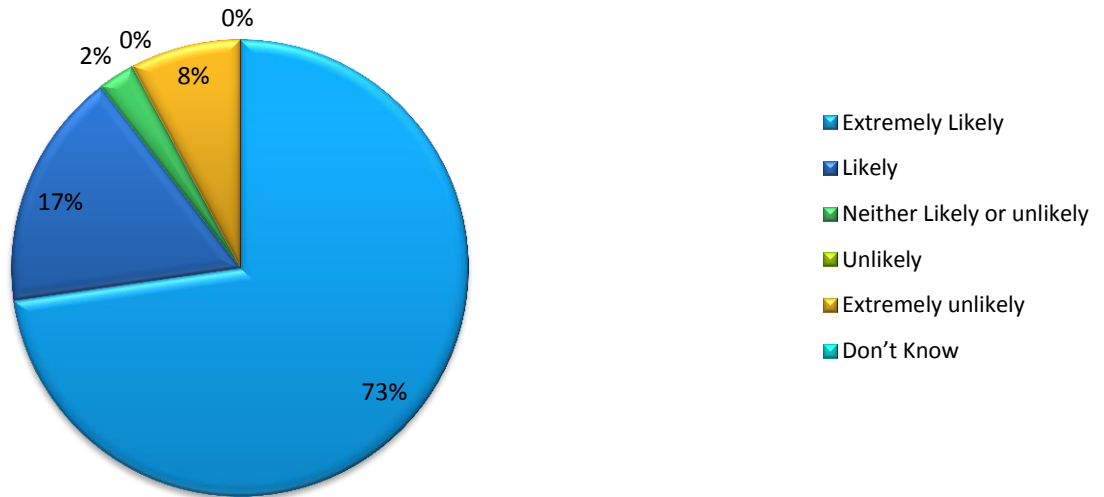
August 2017

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

The Practice received 77 responses for Question 1 during this month.

90% 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

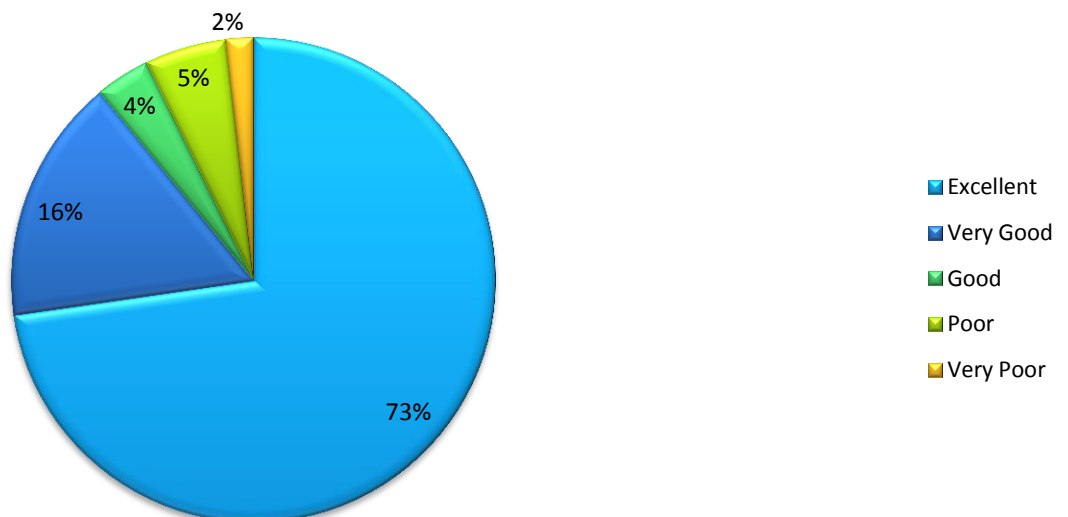


The Practice has recently changed their appointment system and we were after feedback from patients on how the new system was working and whether there had been a considerable increase in patient satisfaction.

The Practice received 55 responses for Question 2 during this month.

93% 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:

- No comments or suggestions were submitted this month.

Mrs Sharon Orr
Practice Manager