

Friends and Family Test Results

August 2018

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

The Practice received 9 responses for Question 1 during this month.

100% 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 8 responses for Question 2 during this month.

87% stated that their experience of making an appointment was excellent, very good or good.



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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:

- “Open reach to introduce other patients to other patients. Care in community in doctors centres. Once a week coffee morning or evening.”
- “Getting much better all round, just need chemist to improve.”
- “Best move I ever did moving here. The people are the best of the best.”
- “Dr Sarah Taylor is a wonderful addition to the Practice!”
- “No change required, just don’t let Dr Nolan leave.”
- “Very good service while I have been ill.”

Comments from the Practice

Our Patient Champion Group is due to start operating within the Practice, one of the objectives is to have better communication with the patients and organise activities to improve patient engagement.

Overall comments for this month are very positive, thank you all for taking time to take part in the Friends and Family Test and share your feedback.

Miss Anna Butrym
Practice Manager