

# Friends and Family Test Results

## September 2017

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

The Practice received 102 responses for Question 1 during this month.

96% 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 67 responses for Question 2 during this month.



95% stated that their experience of making an appointment was excellent, very good or good.

## **Friends and Family Test Results**

### **September 2017**

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

The responses were as follows:

- Very good service from Doctor Taylor, medical Nurse Michelle and Reception.
- Mrs Lisa Cross was excellent. She was so thorough and needs to be recommended.
- Brilliant.

#### **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