

# Friends and Family Test Results

## December 2016

Thank you to the patients who completed the Friends and Family Test survey in December 2016.

The Practice received 86 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.



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

The responses were as follows:

- I wouldn't change anything. I would like to say that Dawn (receptionist) was fab this morning and Dr Ayo was great! Thank you

### 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