

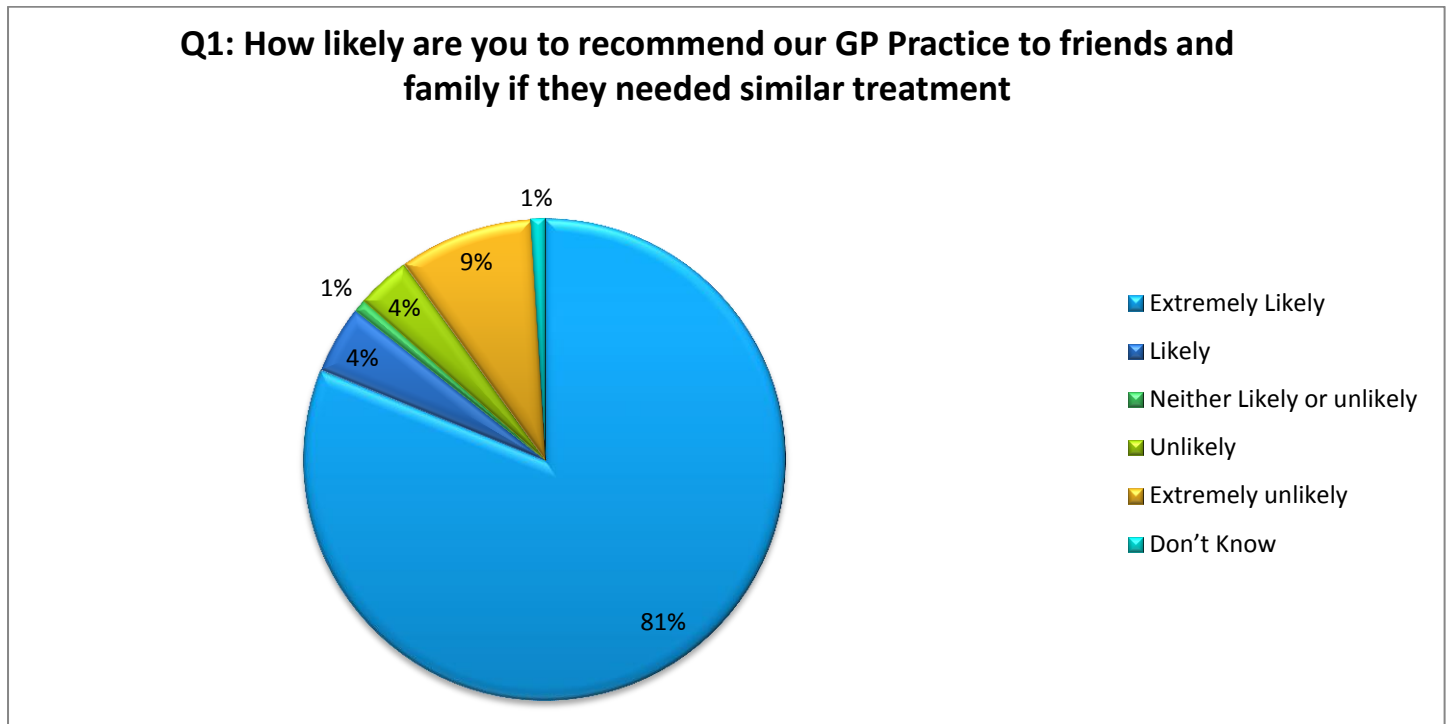
Friends and Family Test Results

November 2016

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

The Practice received 111 responses for **Question 1** during this month.

85% 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:

- Nothing can be improved. I have had the best treatment possible. Everyone is so kind and caring.
- Very friendly, caring staff. I was delighted with their professional care.
- Clare Nurse – excellent, made me feel very relaxed. Credit to service!
- Always on time. Top doctors and very helpful. But not all doctors only certain few.
- Nurse practitioner – excellent – at Moor Park and here. Excellent service seeing nurse first, Jacqueline and Clare.

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
December 2016