

Friends and Family Test Results

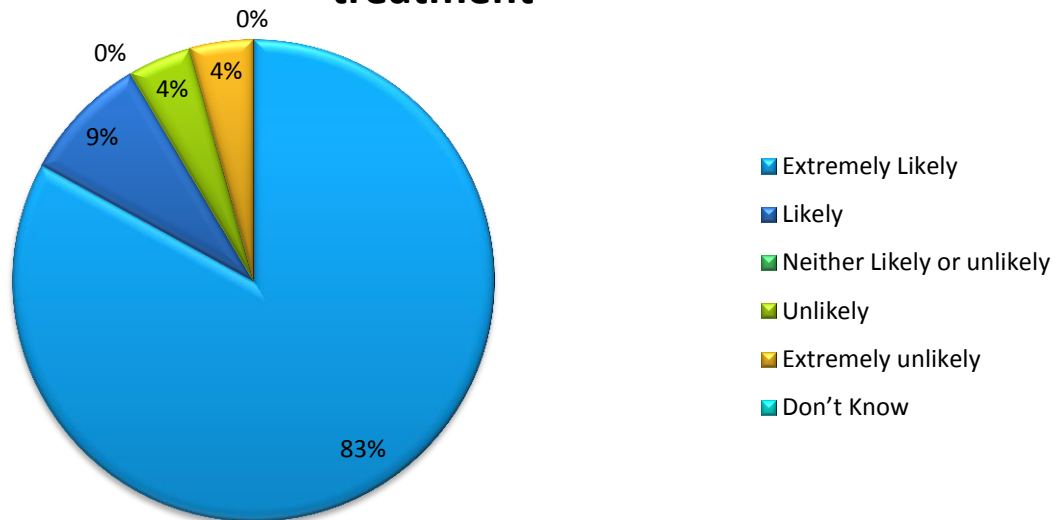
October 2016

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

The Practice received 94 responses for Question 1 during this month.

91% 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 no responses for Question 2 during this month.

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

No comments or suggestions received for this month.

Comments from the practice

Thank you to the patients who have taken the time to take part in the Friends and Family test.

Mrs Sharon Orr
Practice Manager