

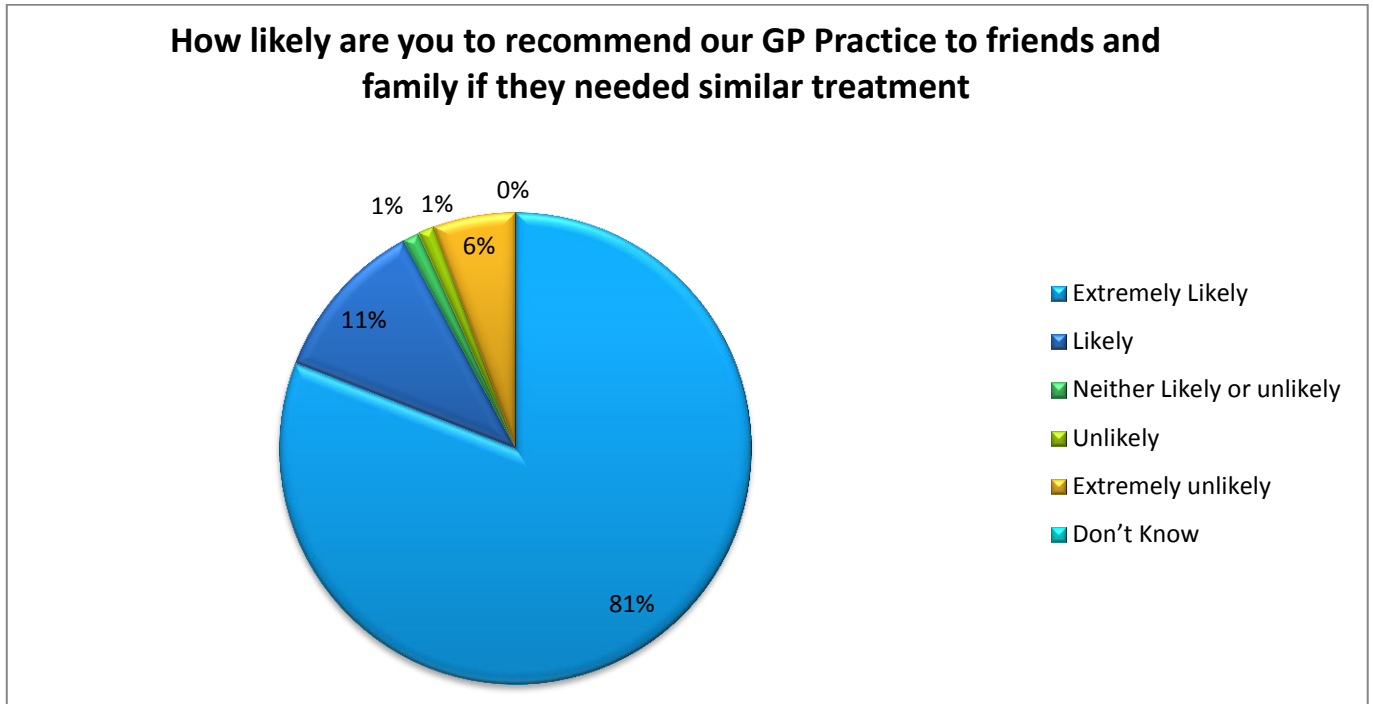
# Friends and Family Test Results

## September 2016

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

The Practice received 89 responses for Question 1 during this month.

92% 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 5 responses for Question 2 during this month.

60% stated that their experience of making an appointment was excellent, very good or good.



## **Friends and Family Test Results**

### **September 2016**

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

The responses were as follows:

- Changes have to be made at reception.
- I am a 21 year old who found a lump. I was extremely upset about it. I saw Jacqui (Nurse Practitioner) she was excellent and reassured me. Very efficient and professional. Thank you Jacqui.
- Very helpful and polite.

#### **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.

In response to the questions above:-

Mrs Sharon Orr  
Practice Manager