

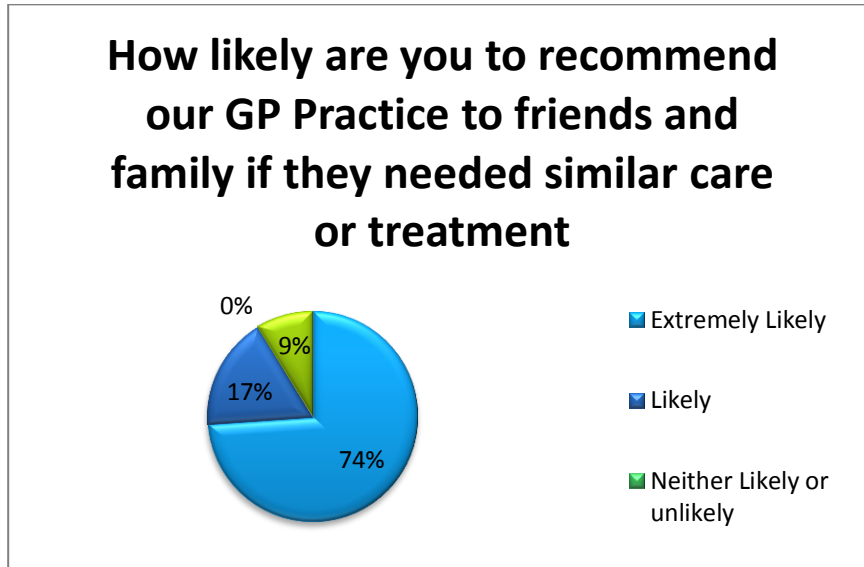
Friends and Family Test Results

April 2015

Thank you to the patients who completed the Friends and Family Test survey in April 2015.

The Practice received 23 responses during April.

91% 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.

75% stated that their experience of making an appointment was either excellent or very good.



Friends and Family Test Comments

April 2015

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

The responses were as follows:

- I have had cause to use my GP practice a lot in recent weeks following my surgery. From reception staff to GP's everyone has been exceptionally helpful and caring. Excellent Practice
- Always helpful, friendly and great doctors
- Cannot fault them in any way, received an appointment that morning when I phoned. Doctors were extremely thorough and pleasant. Reception staff willing and helpful at all times
- None
- Able to use Emis Access has been a step forward
- Very impressed with the speed and care received 10/10
- Excellent care and treatment
- None, extremely happy with my doctor
- Appointments – can't get through and by the time you do, no appointments left
- Every time you phone for an appointment, you cannot get appointments without 20 questions, also would be helpful to make an appointment next day or nearest one as no one can become ill to order, applies to patients with medical conditions
- To get an appointment with your own doctor and be able to get through at 8 am
- I had to wait 3 weeks to get an appointment with the doctor of my choice, but the care is very good

12th May 2015

Mrs Sharon Orr

Practice Manager