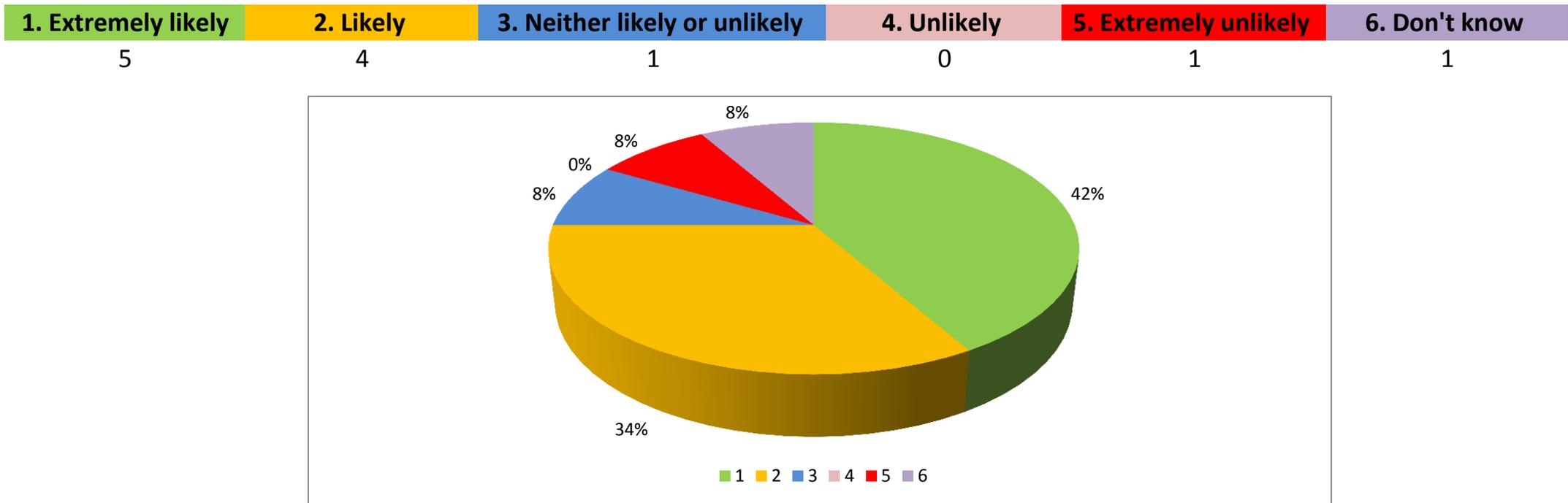


## Friends & Family Test Data September 2015



The NHS Friends and Family test is a way of gathering patient feedback, so that the practice can continually review our services. During September 2015, a total of 12 paper surveys were returned from our patients and on the whole we are very happy with the results. 76% of patients surveyed said that they would be likely or extremely likely to recommend us to their friends and family. 16% said that they were neither likely or unlikely or didn't know. Only 8% were either unlikely or extremely unlikely to recommend us. Many negative comments were about the appointments system.

We carried out a separate appointments survey in tandem with August's Friends & Family survey

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## Patient Comments

Location, friendliness and helpfulness

I've always been happy with the service that I've received

I've always been satisfied with the care and treatment received

Always friendly, helpful on reception, Doctors approachable and local to us

Can always get an appointment. Staff are very friendly. GP's are excellent and have given great care to myself and family

It is the first time I'm here so I can't really judge, but the staff are very friendly

Always clean and well organised. Haven't had to wait long for an appointment (by that I mean wait in the waiting room)

Really helpful, appointments when needed but some not always too helpful but still satisfactory

On the rare occasions when I have needed to come to the surgery, the doctors, the nurses and reception staff have always been prompt, friendly and helpful

Friendly doctors and receptionists

Can usually get an appointment when needed and feel comfortable with all doctors

I'm always able to get an appointment when I need one. Reception staff always helpful and make calls to me if needed (ie. regarding repeat prescriptions)

Excellent staff, friendly, helpful

I'm very happy with the service I receive

Friendly reception, nice premises. Excellent treatment from Doctors and Nurses

### ACTIONS

All comments good. 1 extremely unlikely, but no comment left. No actions

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