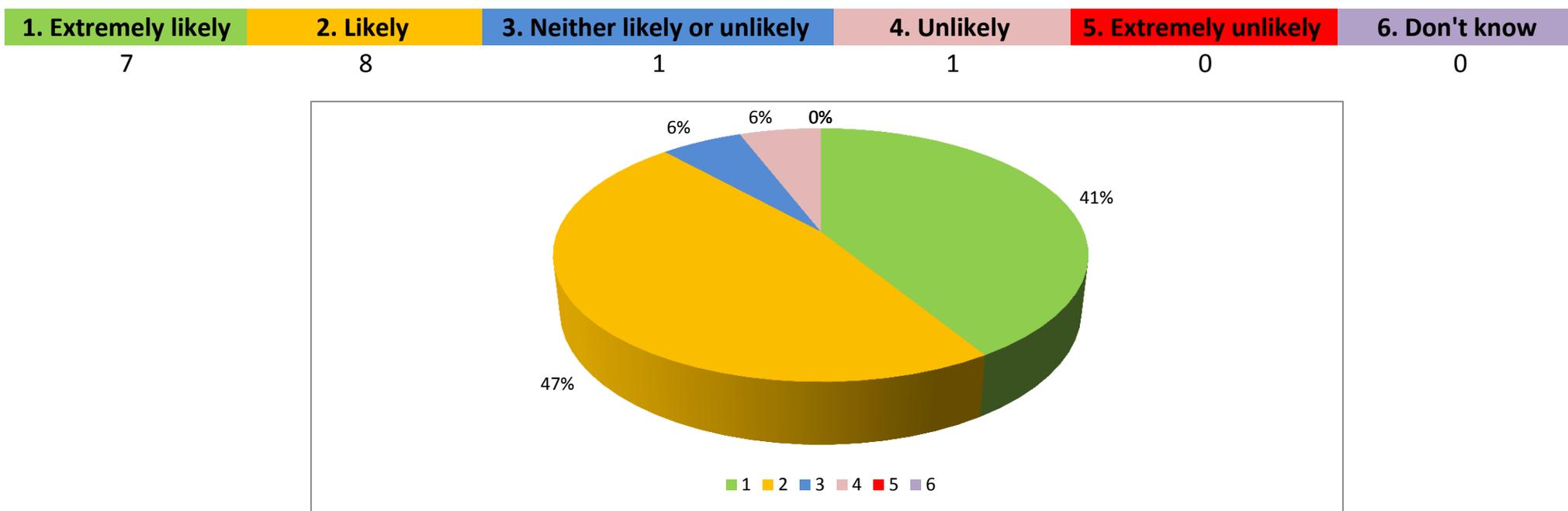


Friends & Family Test Data August 2016



The NHS Friends and Family test is a way of gathering patient feedback, so that the practice can continually review our services. During April, a total of 17 paper surveys were returned from our patients and on the whole we are very happy with the results. 88% of patients surveyed said that they would be likely or extremely likely to recommend us to their friends and family. 12% said that they were neither likely or unlikely or didn't know. Only 0% were either unlikely or extremely unlikely to recommend us.

Patient Comments

Good Listeners. Caring Competence.

I have received excellent service from this practice.

Very friendly staff who are more than willing to help. Appointments are very easy to make. Always feel comfortable. Very easy registration process.

Always very friendly staff and doctors!! Very punctual and excellent service.

Good service for appointments. Friendly staff and doctors that actually care about you and listen to your concerns. I like the building too!

Been here since I was very young. Always been good & listened to everyone.

Very Profesional Service.

Unable to obtain appointments unless you ring at 8am which is'nt always possible.

Main concern is waiting times to get pre-booked appointments. Phoning on the day is a frustrating alnerative as is almost impossible to get through as the lines so busy.

EASY AND QUICK REGISTRATION PROCESS. EASY TO MAKE APPOINTMENTS. GOOD SERVICE RECEIVED SO FAR (NEW PATIENT SINCE MAY 2016)

Feel comfortable expressing my symptoms aud understood. Never made to feel I am wasting the GPs time.

I am always pleased with DR.Mrs Davidson.

Never had any issues!

I've had really considerate and specific care over a year of poor health.

The patience and understanding I have received from all of staff at Brook Medical Centre

Comments & Actions

Mixed messages regarding appointments. Most seem happy with the system - No actions

[Redacted text block 1]

[Redacted text block 2]

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