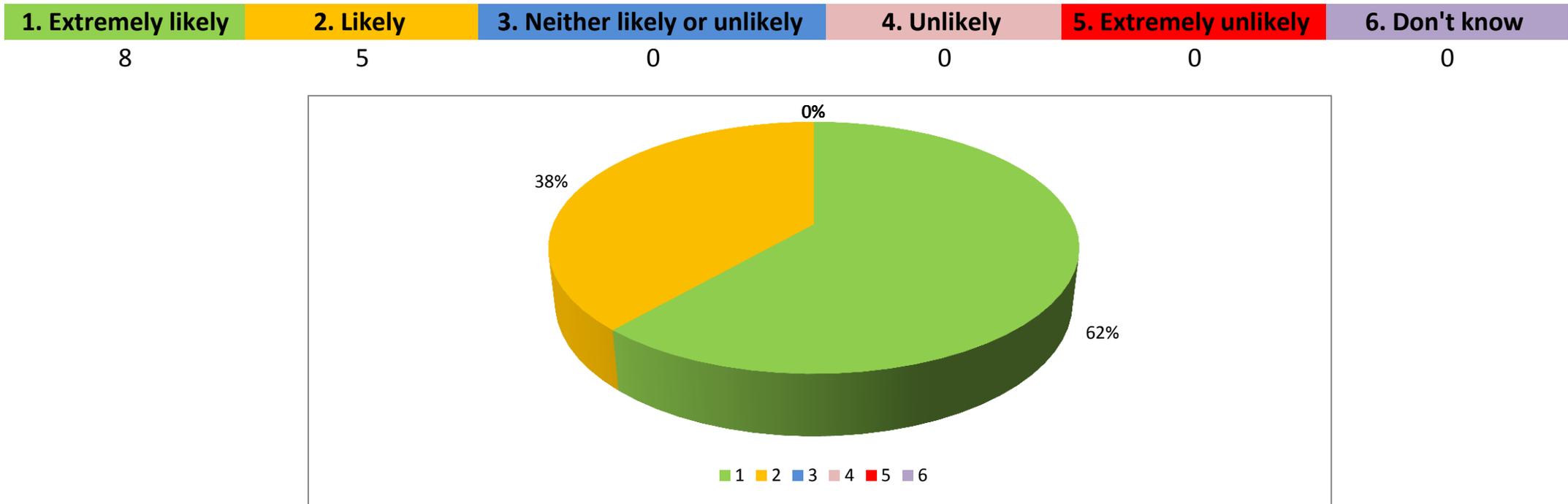


## Friends & Family Test Data May 2015



The NHS Friends and Family test is a way of gathering patient feedback, so that the practice can continually review our services. During May 2015, a total of 13 paper surveys were returned from our patients and on the whole we are very happy with the results. 100% of patients surveyed said that they would be likely or extremely likely to recommend us to their friends and family. 0% said that they were neither likely or unlikely or didn't know. Only 0% 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 May's Friends & Family survey

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## Patient Comments

Quality of service

I think this practice is very professional. It's not always 'nice' to have to go to the doctor but the staff, building and greenery make it a calming experience.

My asthma nurse is great. When I had my son, my midwife was good. General helpful

I have been using this practice for many years and I have found all the staff kind, considerate and helpful at all times. I would like to thank Dr Davidson and Dr O'reilly for their patience and understanding.

Good Doctors, good staff

Good service, reasonable window to get appointment on the same day, a little more flexible with seeing babies in an emergency. Would like to see use of an online booking system.

Very good reception team and Doctors.

Good Doctors, been at the practice 20+ years.

Because I feel you have high quality caring service.

Everyone is very helpful and Doctors are extremely good. Wouldn't fault anything at the surgery.

I find the Doctors at this surgery are particularly helpful in recommending appropriate treatment and referrals to other services, they provide the time and dedication to each patient, which makes appointments more comfortable.

Prompt appointments