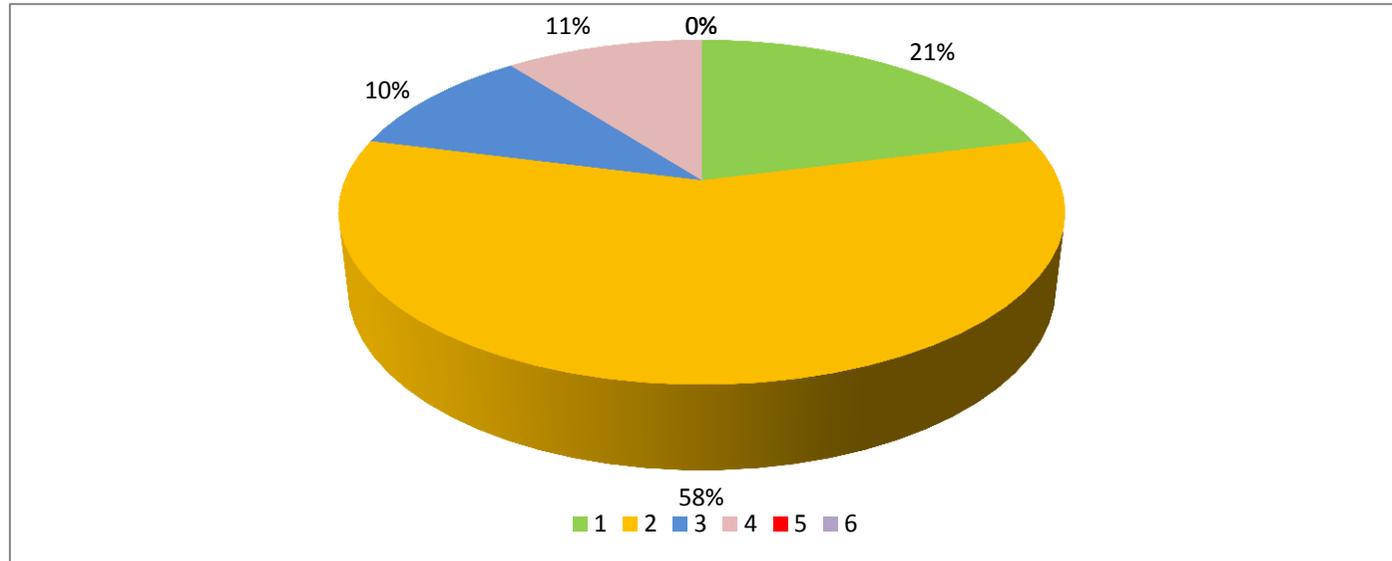


Friends & Family Test Data July 2015

1. Extremely likely	2. Likely	3. Neither likely or unlikely	4. Unlikely	5. Extremely unlikely	6. Don't know
4	11	2	2	0	0



The NHS Friends and Family test is a way of gathering patient feedback, so that the practice can continually review our services. During July 2015, a total of 19 paper surveys were returned from our patients and on the whole we are very happy with the results. 79% of patients surveyed said that they would be likely or extremely likely to recommend us to their friends and family. 10% said that they were neither likely or unlikely or didn't know. Only 11% 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 July's Friends & Family survey

Patient Comments

Can never get an appointment, the surgery is bursting at the seams with patients. No one to one with you GP anywhere.

Most people are very nice, but the surgery as a whole seems old fashioned.

Can normally get an appointment on the day if needed and the doctors all very friendly and helpful. Nurses very thorough and friendly too. Good opening hours and open after work hours too which is helpful.

This is only my third visit. Have seen the doctor and nurse. Have no complaints but thank not enough experience here.

No family living near the area

Always professional and friendly although waiting 10-14 days for an appointment is not ideal I understand it is not a reflection of the quality of care.

I think compared to other surgeries I have used, I have received better service and care than anywhere else. Also I think the GP's listen and care.

Certain things could be improved but generally a good environment and level of care.

Easy to get appointments and friendly approachable doctors and staff.

Efficient and friendly. No problems booking timely appointments

Friendly staff who make me feel at ease and who have been in post for sometime. Good availability of appointments and prioritising children.

Staff very friendly and helpful

Always easy to get an appointment (maybe not straight away but soonish!) Everyone friendly

I am happy with the service provided.

Yes I think my doctor is a very good doctor. He is very polite, so that's why I like this GP.