

Family & Friends Test

1st January 2018 – 31st January 2018

Questionnaires are kept on all clinicians' desks, and also the reception desk. During the month of January 2018, 9 questionnaires were completed by patients.

Two questions are asked for the F&F test:

1. *We would like you to think about your recent experience of our service. How likely are you to recommend our GP Practice to family and friends if they needed similar treatment?*

There's a choice of 6 responses a patient can give; these are shown below along with patient responses both in number and percentage terms:

	Number of responses	In % terms
Extremely likely	6	67%
Likely	2	22%
Neither likely nor unlikely	1	11%
Unlikely	0	0
Extremely unlikely	0	0
Don't know	0	0

2. *Is there anything we could have done differently today?*

This is a question where patients can write their comments; responses are as follows:

- No, extremely grateful
- Needed to be seen urgently as very ill. Dr Scott-Batey was lovely. Thank you.
- No, doctor was professional, friendly and caring.
- Arrived On 3.1.2018 to see district nurse for post op examination. Nurse arrived late 9.50am. Her computer wasn't accessible – still not in at 9.55am. Makes the practice look inefficient. We were on time but very held up. In teaching we would be sacked for keeping a class of children waiting unnecessarily.
- No, I was treated very well exceeding my expectations
- No
- No I always get very good attention and help

1st February 2018