

## Family & Friends Test

1<sup>st</sup> February 2018 – 28<sup>th</sup> February 2018

Questionnaires are kept on all clinicians' desks, and also the reception desk. During the month of February 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	8	88%
Likely	1	11%
Neither likely nor unlikely	0	0
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, the service here, whilst I use it rarely is exemplary. This is a common experience for all my family. A wonderful GPs.
- Great visit
- No, excellent nurse
- No, everyone is lovely and helpful
- No, everything perfect
- No

6<sup>th</sup> March 2018