

Family & Friends Test

1st March 2018 – 31st March 2018

Questionnaires are kept on all clinicians' desks, and also the reception desk. During the month of March 2018, 5 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	5	100%
Likely	0	0
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:

- Maureen Richardson was so polite and helpful. Rang me with a cancellation. Nothing too much trouble.
- No x 2
- No, I feel all medical and reception staff have been very supportive to my healthcare needs
- Nothing. Dr Birrell is amazing with the children. I would highly recommend! My child will only see him

6th April 2018