

Family & Friends Test

1st August 2018 – 31st August 2018

Questionnaires are kept on all clinicians' desks, and also the reception desk. During the month of August 2018, 12 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	12	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:

- Please thank Dr Birrell for all help and medication given today. If Dr Birrell was a woman I would marry him, he is excellent
- No, you're all fantastic
- No, Jess the nurse is great
- Your receptionist today is an absolute credit to your practice. She managed some very difficult patients very professionally. Great asset to the surgery.
- All staff from Reception are very kind and helpful. Pam makes me feel safe. Doctors are always kind and professional. Trust this practice.
- No – rang up at 3.45pm saw doctor 4.30pm – EXCELLENT!
- No, Doctor very thorough and kind as always

3rd September 2018