

Family & Friends Test

1st June 2018 – 30th June 2018

Questionnaires are kept on all clinicians' desks, and also the reception desk. During the month of June 2018, 13 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	13	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:

- No, excellent service
- Saw Pam. Put at ease right away – care, attention and manner was smashing – ongoing visits to “fix me!” Receptionists extremely pleasant also.
- Excellent professional service from all staff
- The service was 1st class and the staff were pleasant and efficient
- No, nothing. Pauline the lady on reception was very helpful and polite but she always is even when I phone which is all the time. All doctors are wonderful too.
- No x 2
- Excellent service as ever
- Nothing, excellent practice
- Nothing
- Everyone is so helpful

10th July 2018