

Family & Friends Test

1st September 2018 – 30th September 2018

Questionnaires are kept on all clinicians' desks, and also the reception desk. During the month of September 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	4	80%
Likely	0	0
Neither likely nor unlikely	0	0
Unlikely	1	20%
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:

- Give your cleaners more praise as the surgery is very clean 😊
- No. I would like to thank Carol at reception for her very kind and understanding attitude when I rang to book an appointment.
- Second time in last year I have requested linaclotide prescription and it has not been sent to doctor or chemist. Pharmacy does not stock it and have to order in. I can't get medicine until Monday.
- This practice is excellent and has "given me my life back". Thank you all so much.
- Everything went well and my problem was resolved. Excellent. Thanks.

1st October 2018