

## Family & Friends Test

1<sup>st</sup> October 2018 – 31<sup>st</sup> October 2018

Questionnaires are kept on all clinicians' desks, and also the reception desk. During the month of September 2018, 7 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            | 7                   | 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 – an excellent and compassionate service
- Patient rang to thank Michelle R very much for her help with her asthma review and the inhalers are working
- No – very helpful
- Dr Scott-Batey excellent as always
- No
- Very satisfied – nothing else
- Dr Bray very approachable. Reception always smile and helpful

1<sup>st</sup> November 2018