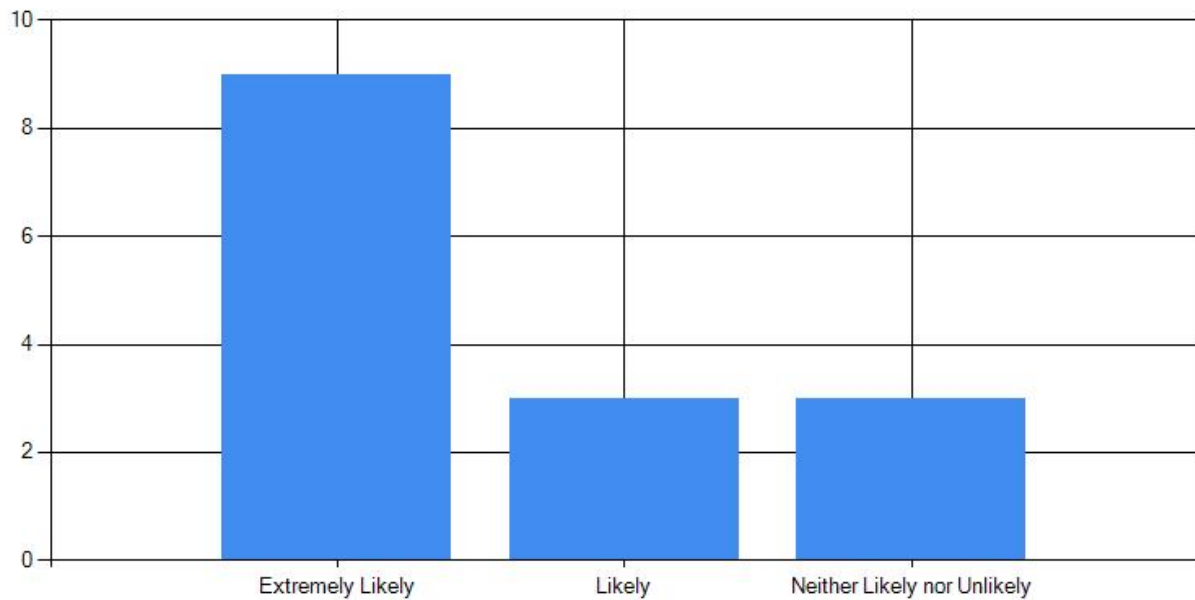


FRIENDS & FAMILY TEST RESULTS

September 2016

Total Count	15
Extremely Likely	9
Likely	3
Neither Likely nor Unlikely	3
Unlikely	0
Extremely Unlikely	0
Don't Know	0

How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?



Positive Feedback

How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?	Can you tell us why you gave that response?	Actions
Extremely Likely	When you urgently need help the surgery are organised to do this. The telephone consultation and emergency appointments system are excellent. Patient liaison is very efficient and supportive. Thank you.	All FFT feedback is shared with the whole practice team, with extra notifications going to those indicated below. Patient liaison officers
	Very satisfactory over the last 5 years, especially care from Dr Patrick and the nurses.	Dr J Patrick
	Friendly , helpful doctors and staff.	
	Because of previous experience with visiting family members.	
	Great docs and staff.	
	A very friendly and professional practice.	
	I have always been happy with the good/helpful service.	
	Always helpful.	
	Always had great treatment from all the staff.	
Likely	Not a regular visitor, but always good care is offered. Duty doctor availability good for sudden need	
	Just seen Dr Birch and she was fantastic, spent a lot of time and really got to the root cause of my symptoms. First time in months. Thank you.	Dr A Burch

Constructive Feedback

How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?	Can you tell us why you gave that response?	Actions
Neither Likely nor Unlikely	It is driving me mad as I wait for my LINK client. PLEASE turn off the irritating noise coming out of the loudspeakers. 18 Sep.	Awaiting actions
	Because of the annoying soundtrack in the waiting room.	Awaiting actions