**Audit of Friends and Family Questionnaires – Shared and Discussed**

**Quarters 3 – 4 October 2018 – March 2019**

1893 questionnaires were received during this period.

The responses were:

**Extremely Likely 58%**

**Likely 36%**

**Neither Likely nor unlikely 3%**

**Unlikely 1%**

**Extremely Unlikely 1%**

**Don’t Know 1%**

A sample of the responses and outcomes were:

Just thought would it not be better just to have a list of the vaccinations actually received rather than everything available. Also is there much point to the appointment booking on line as there isn't any ever available.

**Response: Increased appointment availability for online service** and **patient contacted and explanation of immunisations given , patient happy**

Should have registered here years ago

I called at 8 am this morning, got an appointment for 8.25 sorted, staff friendly and efficient, great

Contrary to what you always hear in the media about GP's and the NHS. This GP practice is excellent

Why do we need to confirm dressing appts daily when patient comes 3 x per week. Explained we could amend appt to say not to confirm as has multiple weekly appointments

Response: **spoken to Reception Manager regarding confirming dressing appointments - already been addressed, all Receptionists have been advised not necessary to confirm appointments for patients attending multiple times per week**

I am very happy with Munro Centre, reception very polite and GP very friendly

Receptionists very good, advanced skills very good

Definitely recommend- because they save lives EXCELLENT MEDICAL CENTRE

We have no family doctor that we see each time, they change every time and it can be difficult to get an appointment but staff do see seem helpful.

On our many visits to the surgery, my wife and I have been very impressed with all the staff. Very professional, thank you. Happy New Year