

FRIENDS & FAMILY RESULTS MARCH 2023

The Friends & Family test asks the following questions:

Thinking about your recent appointment, overall, how was your experience of our service?

See below the responses and comments from patients who completed the Friends & Family survey cards in the surgery following their visit.

Very Good	80.5%
Good	14.5%
Neither Good nor Poor	0.5%
Poor	2.5%
Very Poor	1.5%
Don't Know	0.5%

- Staff and doctors always happy to help, making sure one is happy with the treatment they get and there is always a follow up and reminder of appointment.

269 Responses from SMS text surveys are available to view if required.