

FRIENDS & FAMILY RESULTS JULY 23

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	1%
Poor	2%
Very Poor	1.5%
Don't Know	0.5%

- Dr and Nurse very good and spend time to get to issues.
- Very friendly staff, appointment on time made to feel at ease.
- You are always so helpful and friendly. I have always received appointments when needed for both me and my baby. Thank you!
- I can always get to speak to or see a doctor or nurse practitioner when I need to. Good advice and support from the surgery for many years.

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