

### **Palfrey Health Centre - Friends and Family Results (January - November 2023)**

The **Friends and Family Test** is being run on a monthly basis in the surgery, after a period of suspension during the Covid19 pandemic. The questionnaire has also been changed to allow greater participation and completion across multiple response platforms.

We are asking for your feedback on the services we provide, using hard copy questionnaires available from reception, the Patient Arrival System, and Digital Online Survey.

Below are the results for the months of (January - November 23)

The round graphs on the left side show how you responded to the question:

**"Overall, how was your experience of our service?"**

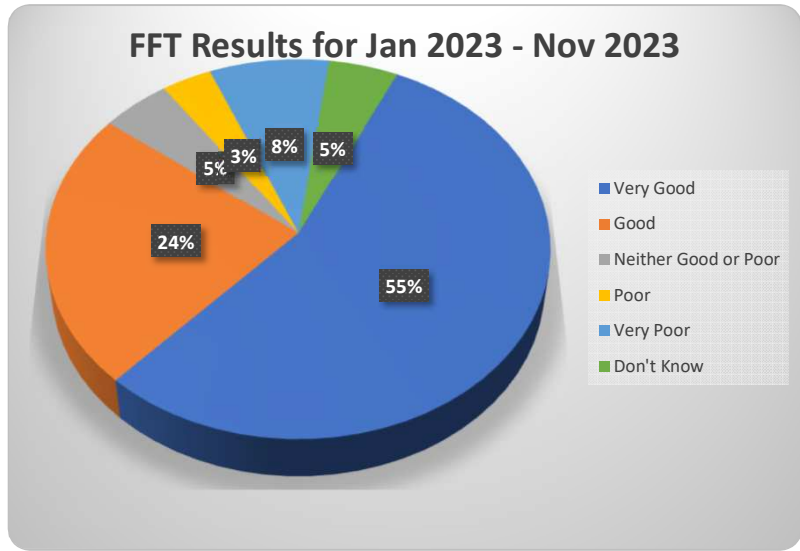
We have reviewed your comments and put them into one [or more] of six patient experience areas [e.g. dignity, access, clinical quality etc.]

We have also tried to identify if your comment was positive or negative (see graphical representation).

Your comments will be reviewed in more detail on an ongoing basis to see if we can improve the service we offer to you.

	<b>Survey Question</b>
<b>Number of Responses</b>	373

	<b>Very Good</b>	<b>Good</b>	<b>Neither Good or Poor</b>	<b>Poor</b>	<b>Very Poor</b>	<b>Don't Know</b>
<b>Number of Responses</b>	205	88	18	13	31	18



	Respect/Dignity/Attitude	Patient Centered/Responsive	Coordinated/Continuity	Access (Appt/IT/Reception)	Clinical Quality	Environment (Facilities)
<b>Negative</b>	-6	-7	-1	-7	-3	0
<b>Positive</b>	36	25	3	19	19	0

