**RESULTS FRIENDS AND FAMILY TEST AUGUST 18**

Thank you to our patients for completing the friends and family test, this is a Government requirement that a short survey asking specific questions has to be completed within all areas of the NHS and results are to be displayed by the practice.

**There were 76 responses received back in August 2018**

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

Extremely Likely 63

Likely 3

Neither Likely nor unlikely 2

Unlikely 1

Extremely unlikely 0 No Comments

Don’t know 2 No Comments

**Comments received –Positive**

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| * Very professional service
 |
| * Easy to book in and on time
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| * Everyone at the practise is pleasant and helpful
 |
| * As you can usually get an appointment on same day

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| --- |
| * Great doctors, friendly staff, great service
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| * No problems with my appointment, everything was as expected. The medical centre is the nearest one to me.
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| * Excellent service from all - left a review on NHS choices
* I can almost get seen within a couple of days and the practice is very well run
* Lovely doctors and receptionists. Thank you
* The dr I saw was pleasant and prescribed medication to make me feel better.
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**Comments received – Negative**

No Negative comment let. No action plan