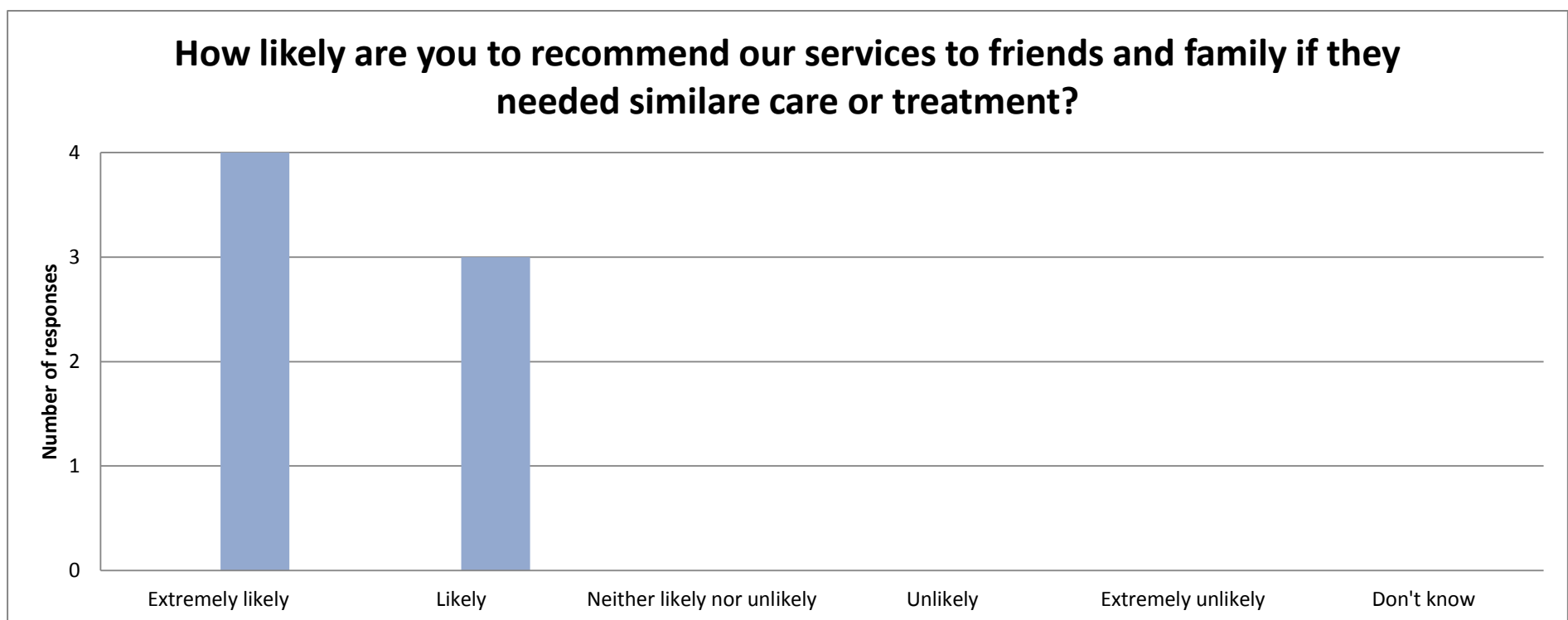


FRIENDS AND FAMILY TEST RESULTS – MARCH 2017

The NHS Friends and Family Test was introduced in December 2014 and is a feedback tool that supports the fundamental principle to give patients the opportunity who use NHS services to provide feedback on their experience that can be used to improve services.

The practice received 7 responses in March 2017. Please see below which shows the responses received from our patients.



You have also provided the practice with useful comments and feedback, some of which we have published:



We are listening to your feedback:

- It is really encouraging and motivating to receive positive feedback. The practice thrives to provide excellent service and always try our best to improve our service.
- The practice has 48 hour appointments and same day triage. When there is no appointments to be booked at the time the patient requests, the practice tries to accommodate the patient if urgent and we can also redirect & book patient to the iHUB service.