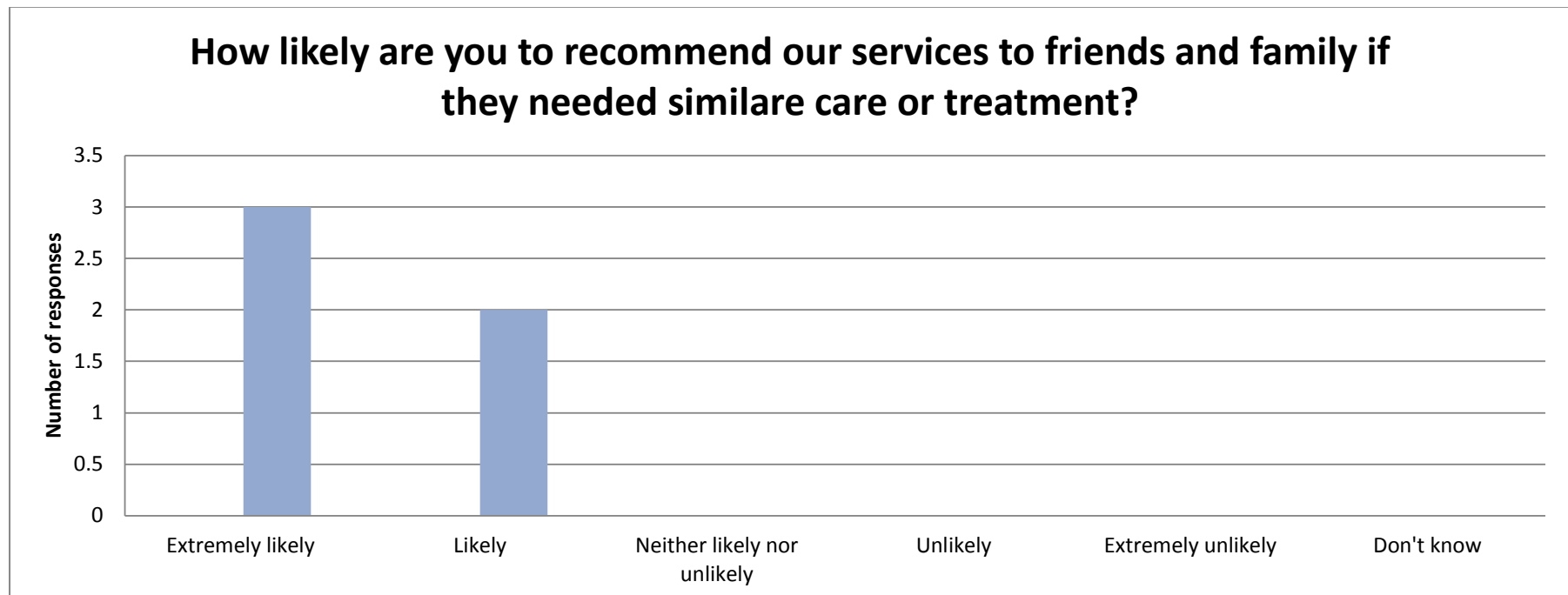


FRIENDS AND FAMILY TEST RESULTS – NOVEMBER 2016

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 5 responses in November 2016. 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 very encouraging to receive such positive feedback
- We are continually working on our appointments system. The practice currently encounters a significantly high proportion of patients who do not attend appointments which deprives other patients' access to services. We are actively advising frequent non-attenders