

FRIENDS AND FAMILY TEST RESULTS – OCTOBER 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 10 responses in October 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 rewarding to receive positive feedback. The staff & The GPs are working very hard to provide excellent service
- The practice receives high amount of phone calls on a daily basis; the staff are working hard to make sure that the telephones are answered promptly. We are promoting online services where patients can book routine appointments online and also request repeat prescription. This will help reduce the waiting time for telephone calls.