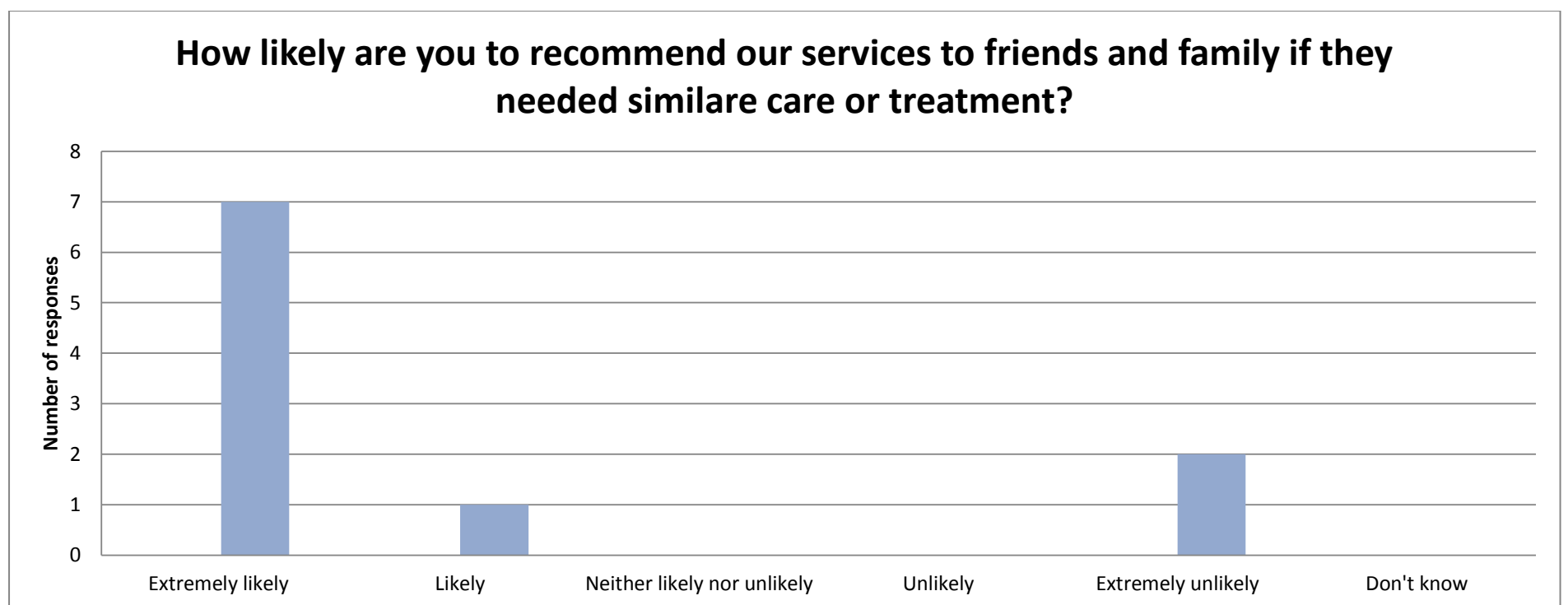


## FRIENDS AND FAMILY TEST RESULTS – SEPTEMBER 2016

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 September 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:

Very professional service from all staff, polite and courteous

I am a new patient, the doctors and nurse and staff are very nice and helpful to me.  
Thank you

Waited 3 hrs for blood test

We are listening to your feedback:

- The blood test clinic is run by the Whittington Health. We have passed the concern to the Whittington Health.