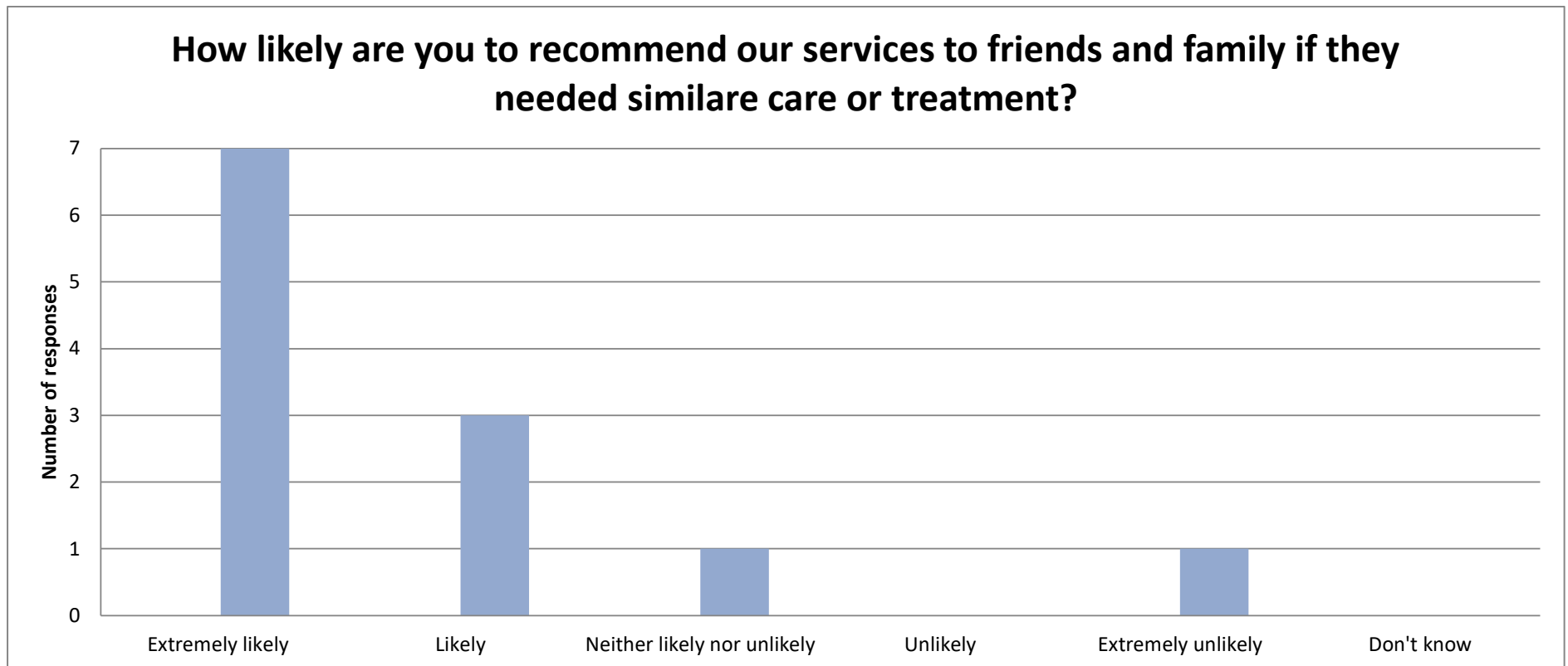


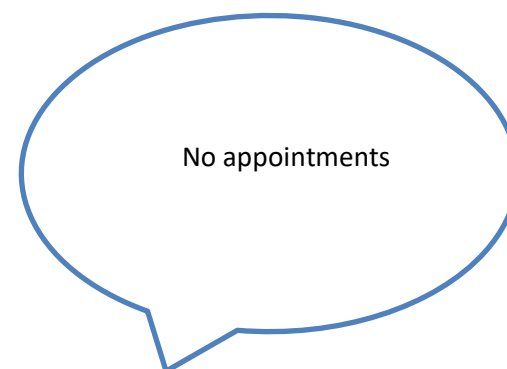
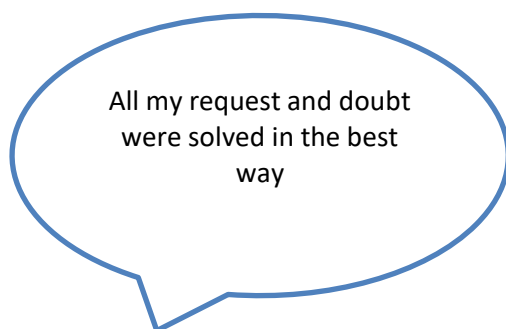
FRIENDS AND FAMILY TEST RESULTS – AUGUST 2019

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 12 responses in AUGUST 2019. 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 positive feedback. We do our best to provide an efficient & professional service whilst still maintaining a great deal of care
- The surgery has been having increasing demands in appointments; it can be sometimes challenging to meet demands. The practice regularly looks at the appointments system and improves where possible.