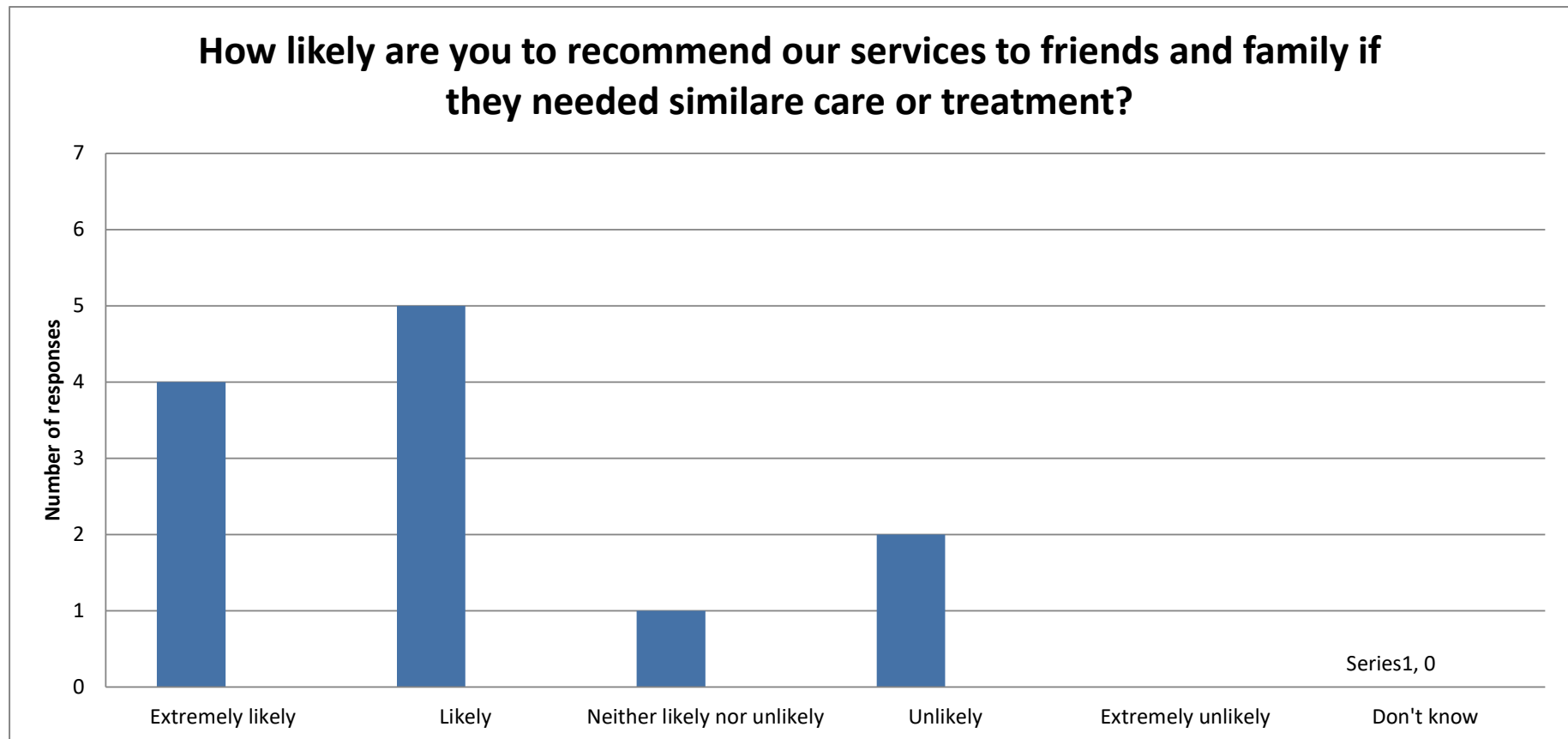


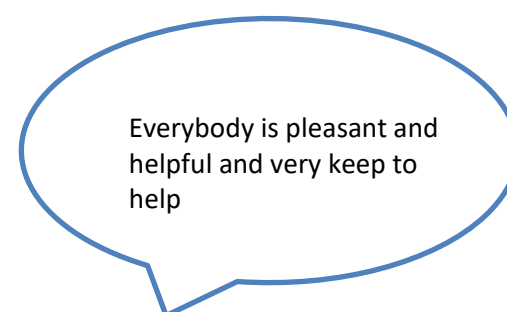
FRIENDS AND FAMILY TEST RESULTS – DECEMBER 2019

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 December 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:

- The practice thrives to provide very good service to all our patients in all area and also we look at our service regularly to make improvements where needed. It is very encouraging to receive good feedback.
- The surgery is working on new ways on how to make the telephone access better. We have 3-4 receptionists on the phone at each time.