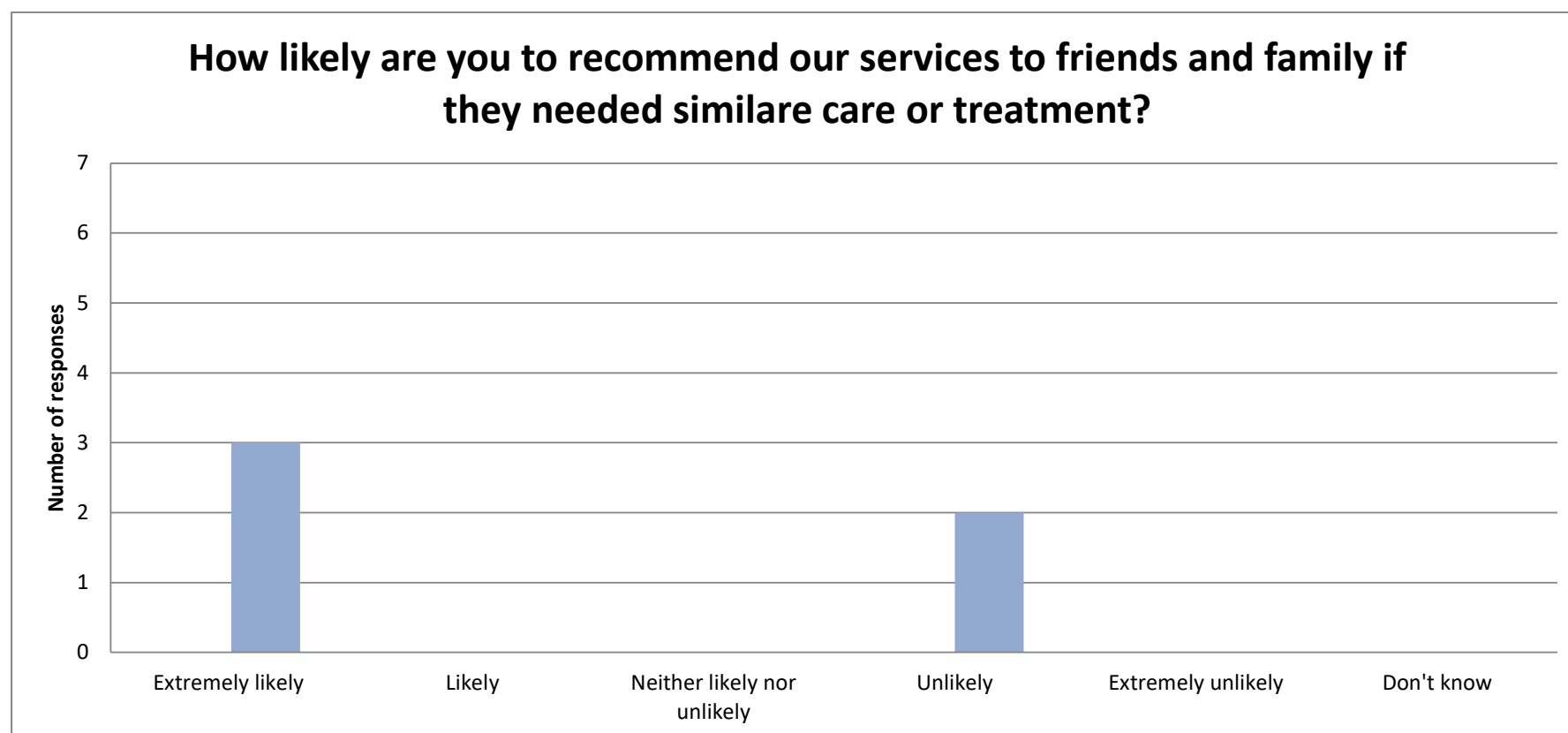


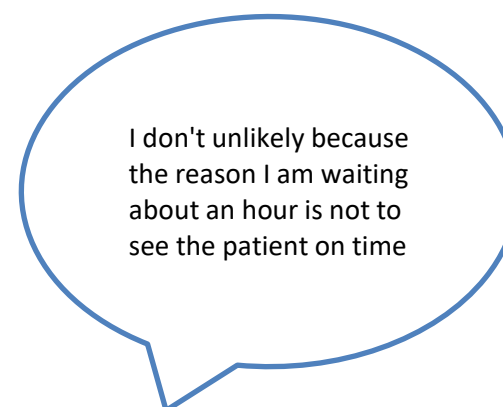
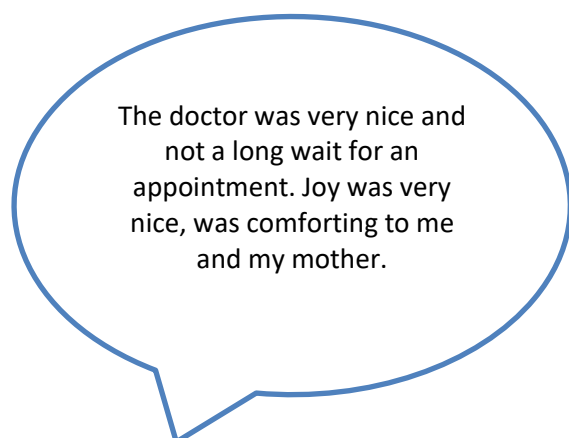
FRIENDS AND FAMILY TEST RESULTS – JANUARY 2020

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 January 2020. 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.
- Unfortunately sometimes clinicians do overrun; it may be necessary to spend longer than had been planned with a patient; urgent problems occur from time to time. It is therefore unavoidable that patients will be kept waiting sometimes, however all of our clinicians do try to keep to time