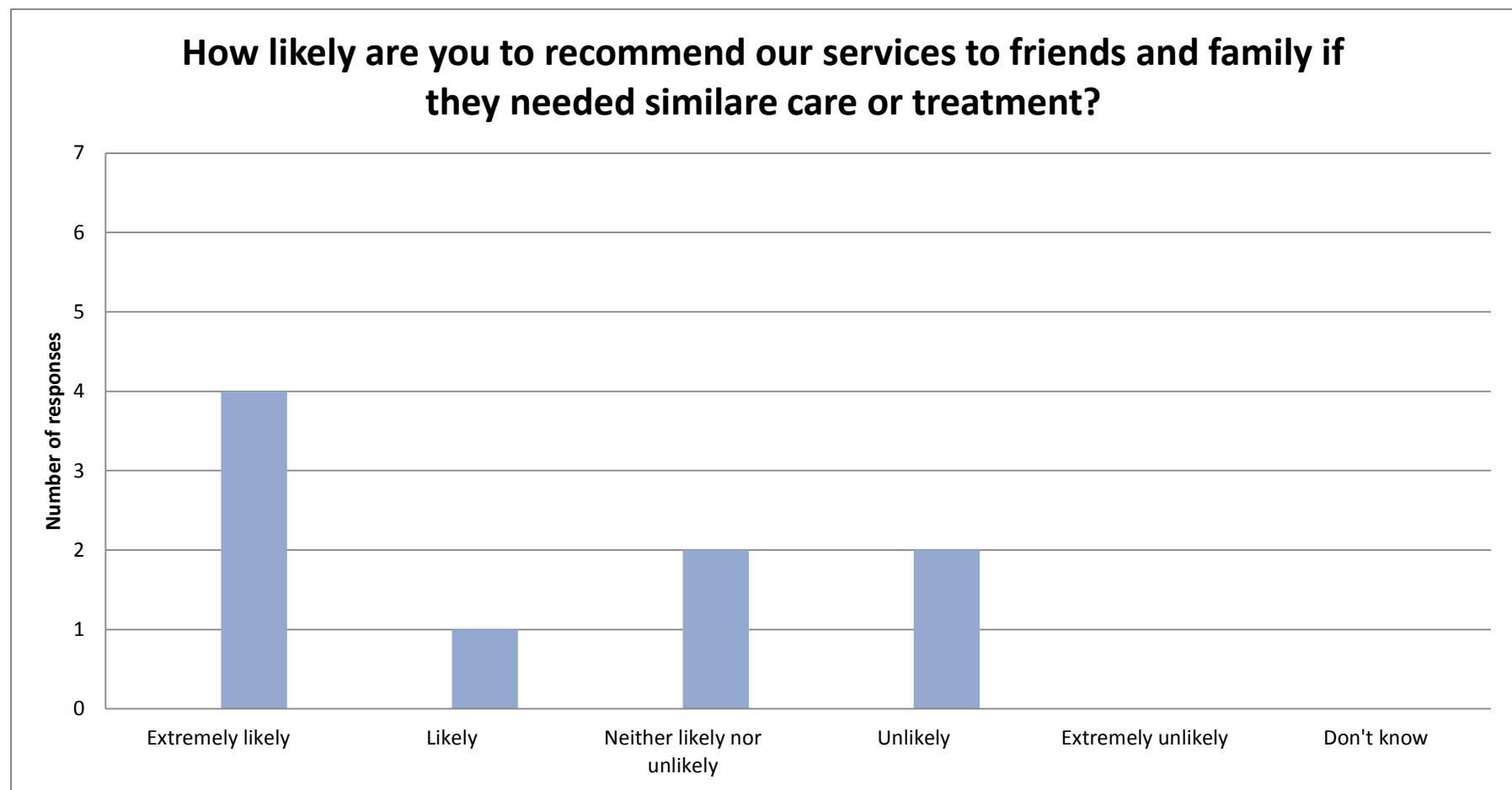


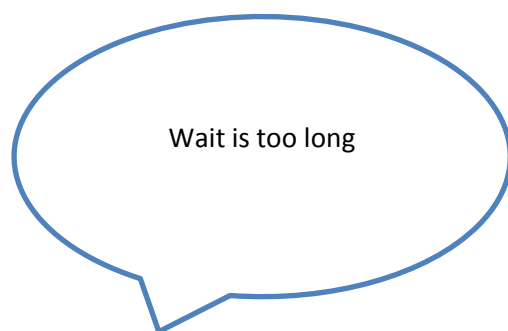
## FRIENDS AND FAMILY TEST RESULTS – JULY 2019

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 9 responses in JULY 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 as the practice works really hard to provide great care to their patients
- 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