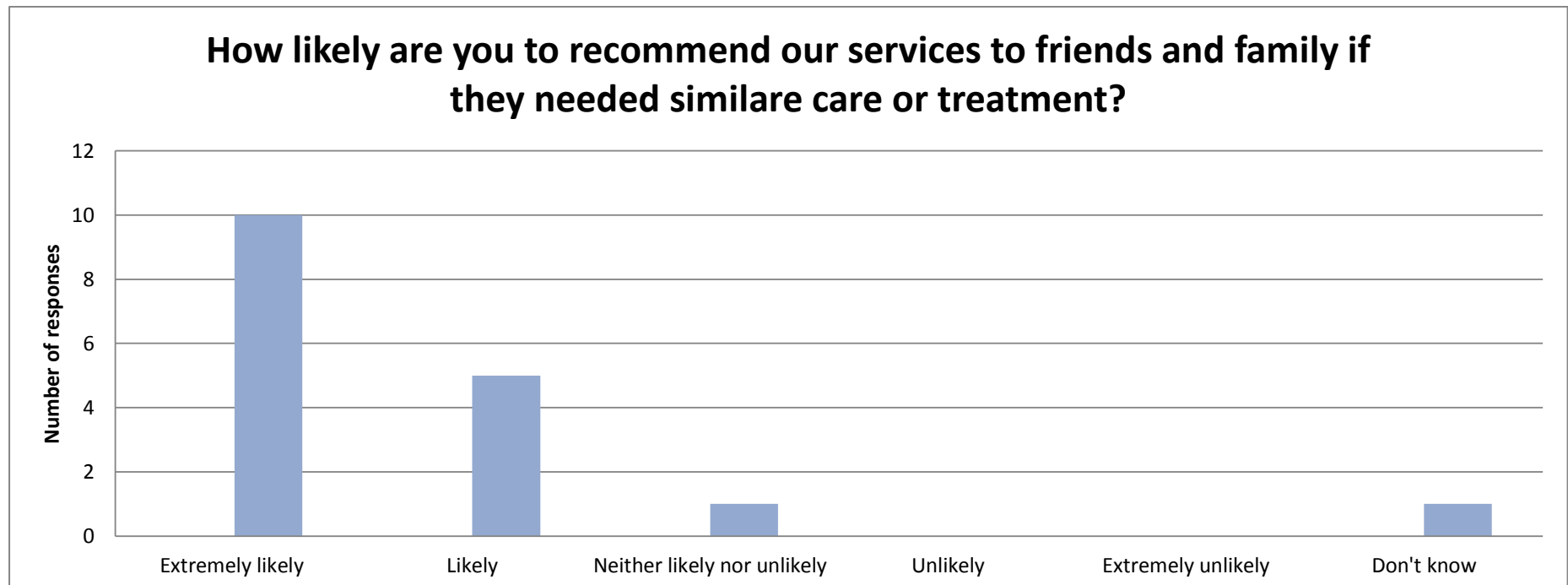


FRIENDS AND FAMILY TEST RESULTS – MAY 2016

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 17 responses in May 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:

I feel the waiting time for appointments are too long as well as the waiting time as in delays whilst there

Lady was helpful friendly staff and go

I use the service regularly for me and my children, have not had any problems so far

We are listening to your feedback:

- It is always nice and encouraging to hear positive feedbacks from patients
- Doctors try their best to stay within schedule however when there is medical emergencies, it may take longer to solve the problem e.g when calling ambulance service