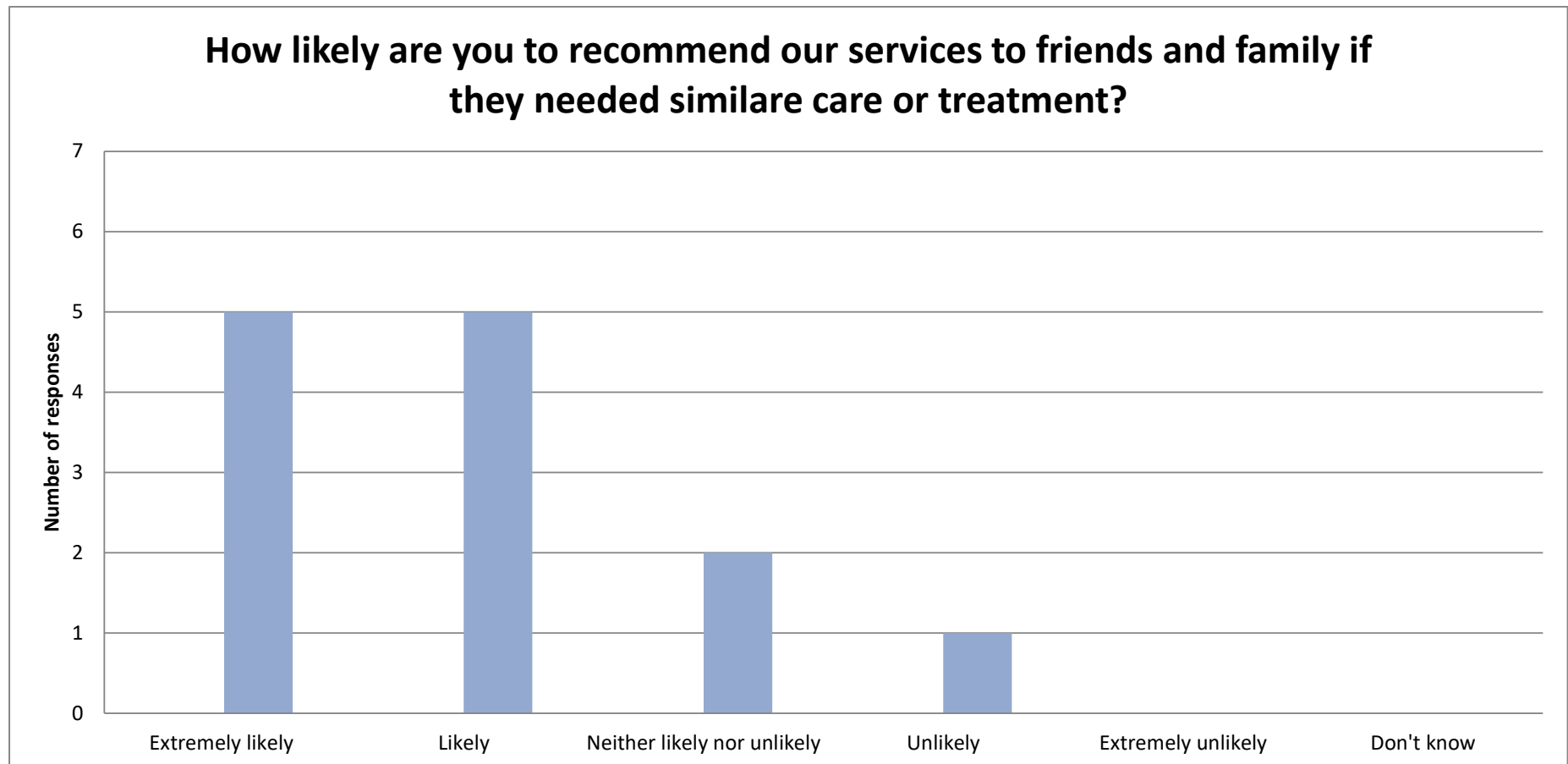


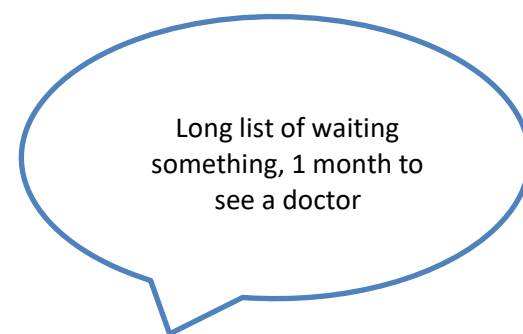
FRIENDS AND FAMILY TEST RESULTS – NOVEMBER 2019

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 13 responses in NOVEMBER 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 quite positive to receive great feedback
- The surgery thrives on having better access for patients. We offer several types of appointments such as telephone appointments, same day appointment, 48 hr appointments, routine which can be book 2-4 weeks in advance and I-hub appointments. We do our best to give the best service and access as much as possible.