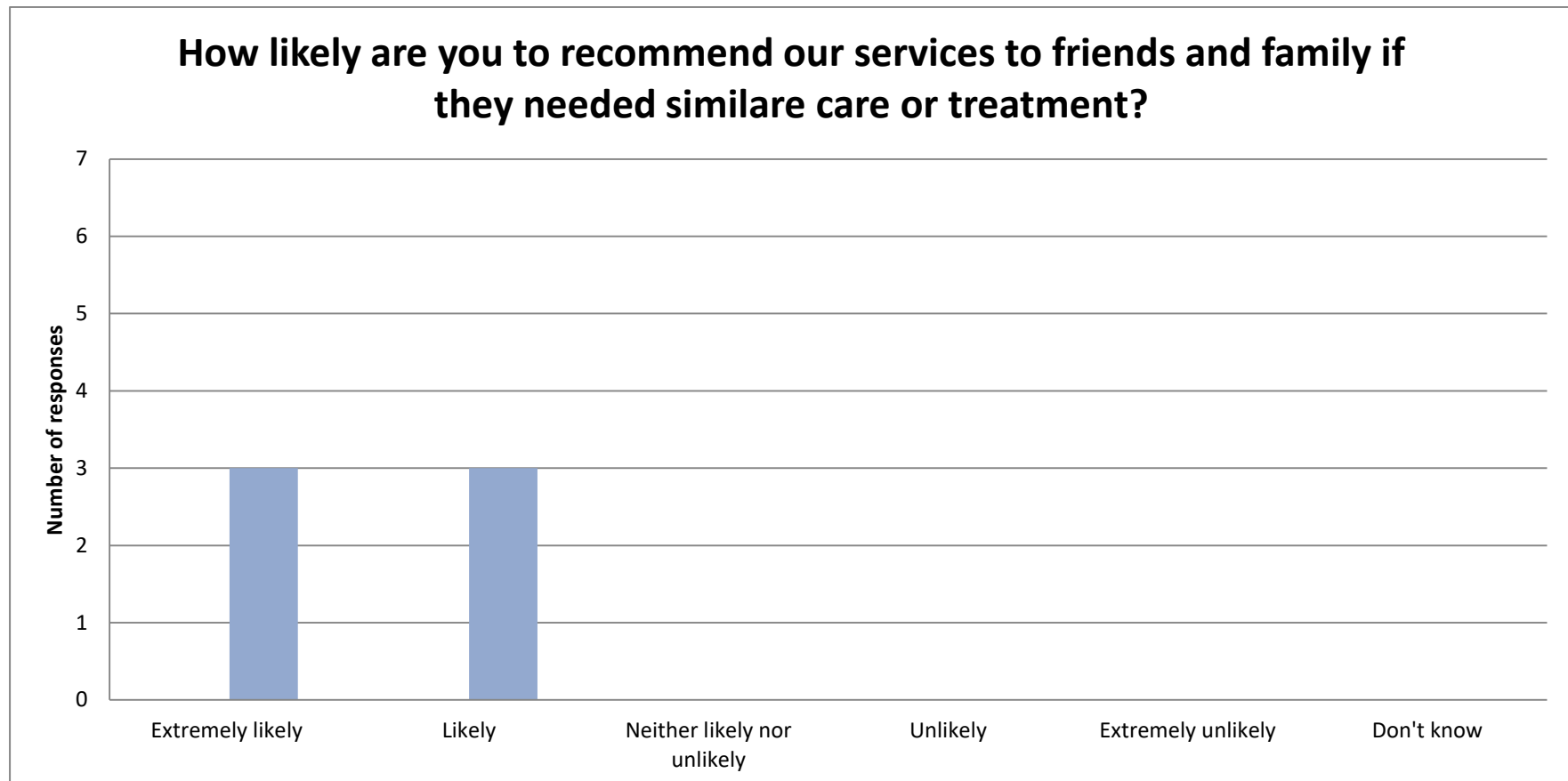


FRIENDS AND FAMILY TEST RESULTS – SEPTEMBER 2019

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 7 responses in SEPTEMBER 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:

Very helpful and Friendly

Always get an appointments, nice receptionist, doctor different each time but they are nice

We are listening to your feedback:

- The practice thrives to provide excellent service to patients and we always try to accommodate our patient even during busy time.
- It is very encouraging and positive to receive such great feedback.