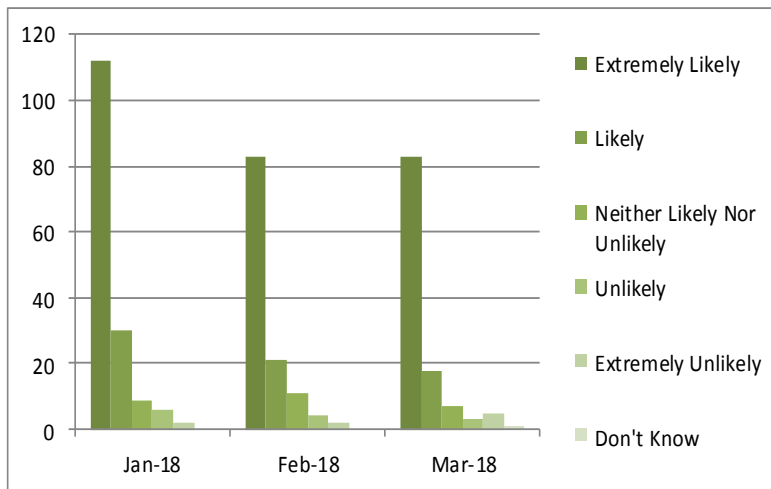


## Friends & Family Test Results: January - March 2018

A total of 397 responses were received!



### January

Of the 29 comments received:

62% were positive

21% were negative

17% were neutral

### February

Of the 22 comments received:

68% were positive

14% were negative

18% were neutral

### March

Of the 21 comments received:

67% were positive

14% were negative

19% were neutral

### Summary Of Feedback From Patients

Positive areas	Negative areas
Efficient practice	Difficulty getting appointments and long waiting times
Caring, friendly and supportive staff	Difficulty getting through on the phone
Patients feeling satisfied with treatment and care provided	Doctor's clinic running late

### Practice Action Points

If a GP's or nurse's clinic is running late, reception staff to let patients in the waiting rooms know the approximate extra time they will need to wait.



### Some Comments Received From Patients

- ◆ Top class surgery, fantastic doctors and staff. My wife and I feel very lucky to be with them.
- ◆ Nurse was very good. I usually have problems with giving blood but not with this nurse.
- ◆ As always I received excellent care and attention from the nursing staff.
- ◆ All efficient and friendly.
- ◆ Very pleased with the efficient, friendly and professional service of the reception and appointment.
- ◆ Always treated with respect, care and consideration.
- ◆ All the doctors and staff that I have met are knowledgeable, caring and courteous.
- ◆ The nurse who my husband and myself saw this morning was excellent.