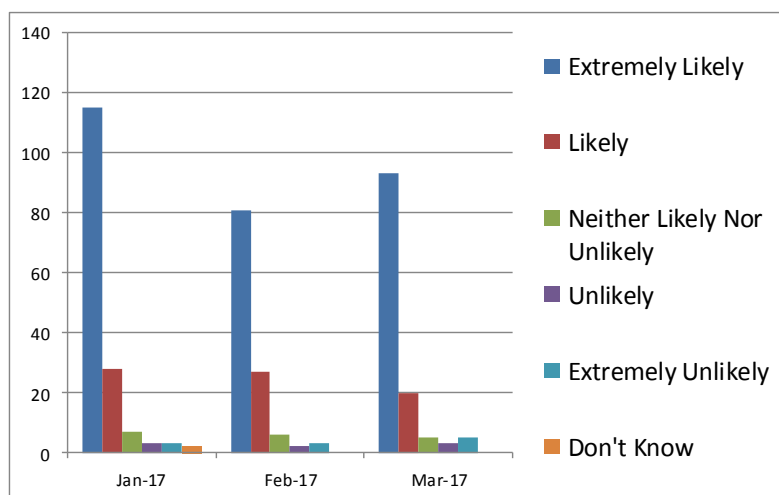


## Friends & Family Test Results: January – March 2017

A total of 403 responses were received!



### January

Of the 30 comments received:

60% were positive

17% were negative

23% were neutral

### February

Of the 23 comments received:

74% were positive

13% were negative

13% were neutral

### March

Of the 23 comments received:

57% were positive

26% were negative

17% were neutral

### Summary Of Feedback From Patients

Positive areas	Negative areas
Friendly & helpful staff	Long wait for appointments
Efficient	Difficult getting through on phone
Kind doctors & nurses	Patient felt rushed
Good experience overall	Doctor running late
Happy with treatment & care	Receptionist not empathetic

### Practice Action Points

If doctors are running late, ensure that patients in the waiting room are informed.

Make sure that the patient check-in machine is displaying accurate information so that patients are directed to the correct waiting room.



### Some Comments Received From Patients

- ◆ Doctors, nurses, pharmacy and reception staff always friendly efficient and helpful. Best GP surgery I have ever been a patient with.
- ◆ Although I had to wait a few minutes past my appointment time to be seen, the GP I saw was very thorough and polite.
- ◆ I received great service having a cancellation appointment offered to me and was seen on time - excellent.
- ◆ Friendly, efficient and helpful as usual.
- ◆ Prompt and efficient service - most grateful.
- ◆ Lovely local surgery, doctors always listen and treat patients with respect. So glad it's here.