



FRIENDS & FAMILY TEST RESULTS

October - December 2020

Total responses: 409

OCTOBER

Comments received: 39

😊 82% 😐 8% 😞 10%

NOVEMBER

Comments received: 8

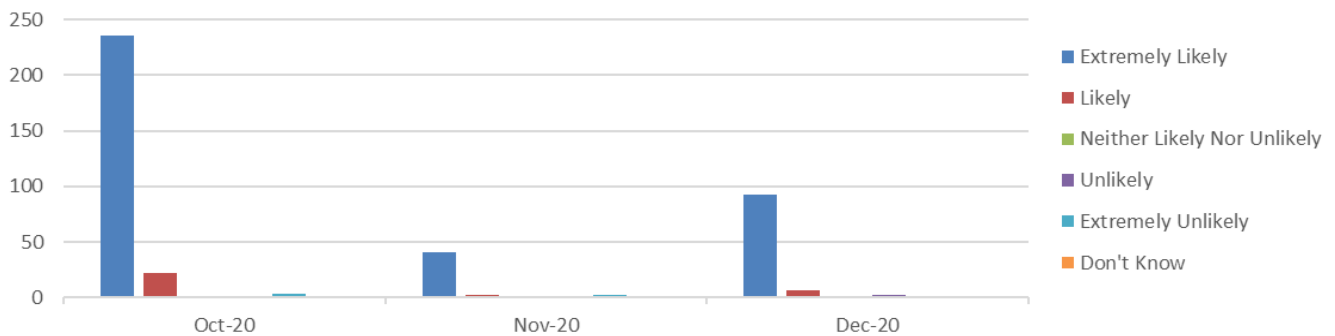
😊 88% 😐 0% 😞 12%

DECEMBER

Comments received: 13

😊 85% 😐 15% 😞 0%

How likely are you to recommend our GP practice to friends or family if they needed similar care or treatment?



Patient feedback summary

Action points

- | | | |
|--|--|---|
| <p> Positive</p> <ul style="list-style-type: none"> ◇ Patients found staff efficient and accommodating ◇ Flu clinics organised well | <p> Negative</p> <ul style="list-style-type: none"> ◇ Couple of patients confused about how to access the building due to pandemic safety measures | <p> Action points</p> <ul style="list-style-type: none"> When booking face-to-face appointments staff to remember to explain how to access the building as the main front doors are currently closed due to the pandemic. Access is via the side door (disabled entrance) for the time being. |
|--|--|---|

Comments received

- ◇ I attended the surgery for a flu jab and the nurse who gave the injection was very friendly and efficient.
- ◇ Very helpful and accommodating.
- ◇ You always do your best for me whenever I have reason to come to the surgery.
- ◇ The service was delightful, personable, efficient, prompt, safe and happy.
- ◇ Prompt, friendly and efficient. Very fortunate to have such a service.