

NHS Friends and Family Test January 2024

Question – 'Thinking about your GP practice, Overall, how was your experience of our service?'

Comments Received	Very Good	Good	Neither Good nor Poor	Poor	Very Poor	Don't Know
Text (via accurx)						
Postcard	9	2				
Online						
Other	1	1				
Total	10	3				

Question – Please tell us how you contacted us to book your appointment.

Telephone	8
Online	1
At Reception Desk	1
Other	

One of the forms filled out was the old form.

Question – Did everything go well you contacted the practice to make your appointment?

- Brilliant. Offered a bookable GP call back.
- Perfect
- 8 responses of Yes

Question – Please let us know what you found positive about your experience.

- Very responsive, offered GP and physio appointment to meet my needs.
- Factual and Practical
- Related and positive. Prompt action taken on outcome
- Always helpful
- Always friendly on phone and in surgery
- Helpful staff
- Staff very attentive, was seen quickly
- The efficiency of the reception staff
- Helpful Staff
- Being able to get appointment next day

Question – Is there anything we could improve that would have made your experience better?

- 4 responses of No
- Everything good
- No great surgery
- Nothing at all
- Nothing I can think of
- Nothing

Question – How likely are you to recommend our service to family and friends if they need similar care or treatment?

- 7 responses of Very likely
- Highly
- 100%