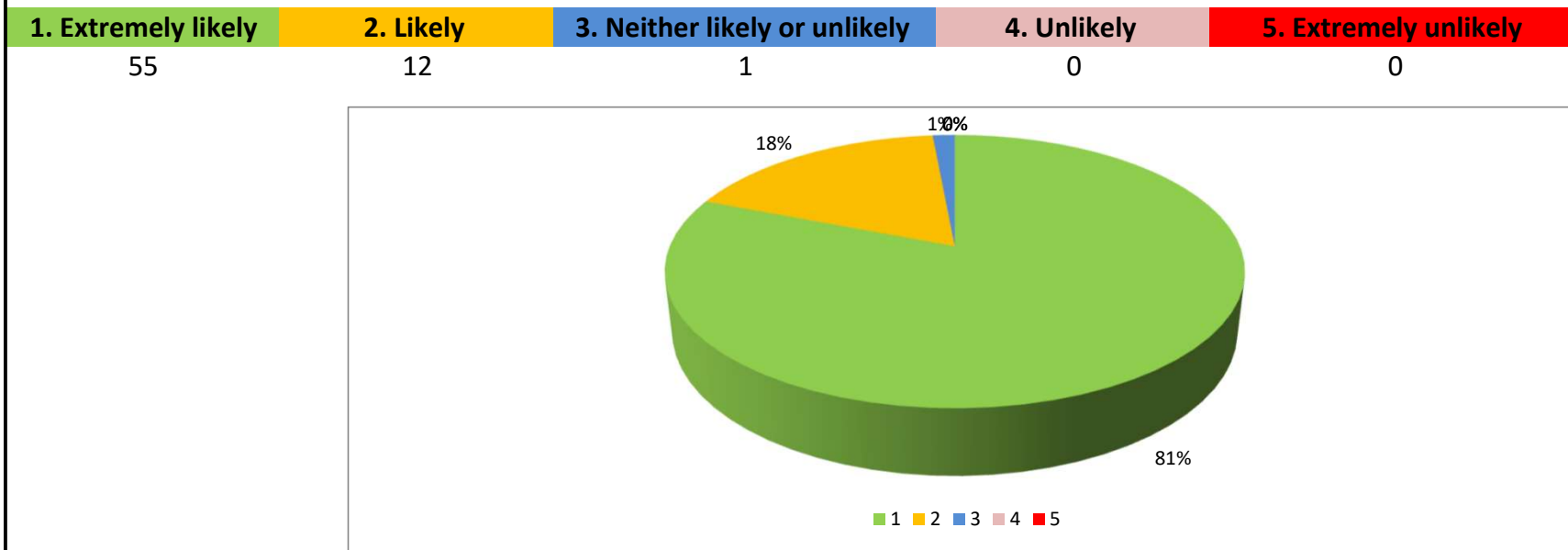


Friends & Family Test Data February 2018 To January 2019 (12 months)



The NHS Friends and Family test is a way of gathering patient feedback, so that the practice can continually review our services. During the period February 2018 to January 2019 a total of 68 paper surveys were returned from our patients and on the whole we are very happy with the results. 99% of patients surveyed said that would be likely or extremely likely to recommend us to their friends and family. 1% (1 patient) said that they were neither likely or unlikely or didn't know. No patients were unlikely and extremely unlikely to recommend us. The patient neither likely or unlikely to recommend us complained that recently it had become very difficult to get an appointment in the evening.