

# Whinfield Medical Practice

## We're listening to your feedback

The NHS want you to have the best possible experience of care . The NHS friends and family test is a way of gathering your feedback to we can continually improve our service

This is based on one question :

### Results for January 2023

"Overall, how was your experience of our service?"

Very Good	256
Good	27
Neither Good nor poor	8
Poor	3
<b>Grand Total</b>	<b>294</b>

If we could change one thing about your care or treatment to improve your experience, what would it be?

No response	41
Nothing needs changing	241
Appointment booking process needs improving	5
Appointment Availability	1
Appointments running late	1
Other	2
Care Treatment provided	1
Problems ordering prescriptions	1
Poor Staff attitude	1
<b>Grand Total</b>	<b>294</b>

Having your say helps to improve care for everyone so please keep putting us to the test by giving us your feedback each time you use our services.

The NHS Friends and Family Test

[www.nhs.uk/friendsandfamily](http://www.nhs.uk/friendsandfamily)