

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 November 2023

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

Very Good	289
Good	28
Neither Good nor poor	5
Very Poor	3
Poor	2
Don't Know	1
Grand Total	328

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

No response	68
Nothing needs changing	255
Care/Treatment provided	2
Appointment booking process needs improving	1
Appointments running late	1
Other	1
Grand Total	328

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