

# 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 May 24

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

Very Good	488
Good	63
Neither Good nor poor	10
Poor	5
Very Poor	2
Don't know	5
<b>Grand Total</b>	<b>573</b>

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

No response	265
Nothing needs changing	279
Care/Treatment provided	6
Appointment availability	2
Appointments running late	6
Appointment booking process	4
Poor staff attitude	1
Other	9
Problems ordering prescriptions	1
<b>Grand Total</b>	<b>573</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)