

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 February 2025 " Overall, how was your experience of our service?"

Very Good	512
Good	65
Neither Good nor poor	8
Poor	7
Very Poor	3
Grand Total	595

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

No response	360
Nothing needs changing	221
Care/Treatment provided	2
Appointments running late	1
Appointment availability	1
Other	3
Problems ordering Prescriptions	2
Appointment booking process	2
Poor staff attitude	3
Grand Total	595

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