

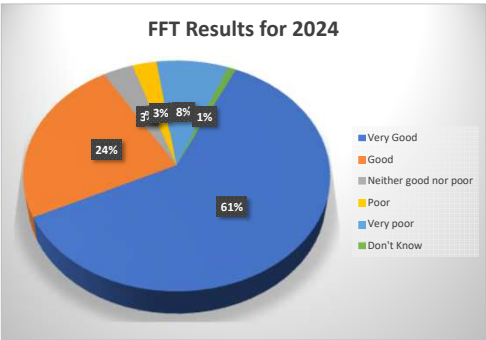
Palfrey Health Centre - Friends and Family Results 2024

The **Friends and Family Test** is being run on a monthly basis in the surgery.
We are asking for your feedback on the services we provide.

Below are the results for the months of (January - Dec 2024).
The round graphs on the left side show how you responded to the first question:
"how likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?"

	First Question	Followup Question
Number of Responses	746	

New FFT	Very Good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Previous FFT	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
Number of Responses	454	176	26	21	62	7



Following introduction of a new FFT survey the second followup question is no longer reviewed

	Respect/Dignity/Attitude	Patient Centered/Responsive	Coordinated/Continuity	Access (Appt/IT/Reception)	Clinical Quality	Environment (Facilities)

