

FRIENDS & FAMILY RESULTS SEPTEMBER 22

The Friends & Family test asks the following questions:

Thinking about your recent appointment, overall, how was your experience of our service?

See below the responses and comments from patients who completed the Friends & Family survey cards in the surgery following their visit.

Very Good	75%
Good	17.5%
Neither Good nor Poor	4.5%
Poor	1%
Very Poor	1%
Don't Know	1%

- Very caring and friendly staff
- Doctor listened and cared

307 Responses from SMS text surveys are available to view if required.