

FRIENDS & FAMILY RESULTS AUGUST 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 or check-in module in the surgery following their visit.

Very Good	85%
Good	12%
Neither Good nor Poor	1.5%
Poor	1%
Very Poor	0.5%

- Helpful reception as always.

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