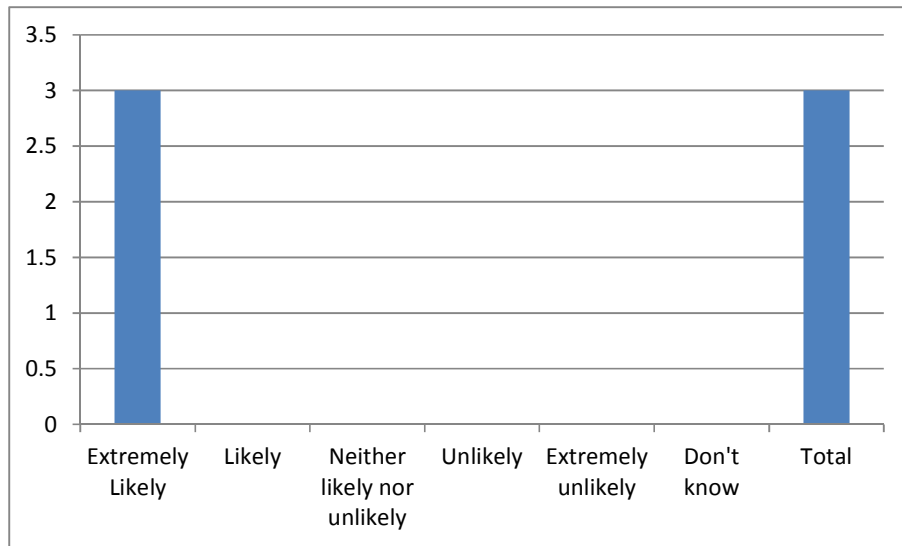


Results of Friends and Family (FFT) Survey for December 2016



Thank you to those of you who completed the Friends and Family Survey for us in December. We are again delighted with the feedback we have received. As you can see from the above graph, all three patients completing the survey were 'extremely likely' to recommend us to their family and friends.

Remember you can complete the survey as often as you like as your comments are a reflection on 'today's' experience.

We asked patients to tell us why they gave us the rating that they did and here are the answers that were given.... Please remember that we can only publish your comment if you give us permission to do so by ticking the box. This month two patients gave us permission to do this.

Patients who were 'extremely likely' to recommend us said...

"The Doctors & staff are really first class in all ways."

"Again excellent care at the Surgery. Nurse Sue explained my ear wax issues carefully and her treatment and advice was very professional."

The other responders did not wish to share their comments publicly.

Whilst we are once again delighted to receive such encouraging feedback, we would not become complacent and acknowledge that there is always room for improvement.

Our follow-up question asked patients...

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

We received one response with permission to publish to this question...

"Nothing."

Please do keep the feedback coming. It's very encouraging to read all your positive comments at the end of a busy day but equally we need to know when we are getting it wrong so that we can make improvements to the service we provide.