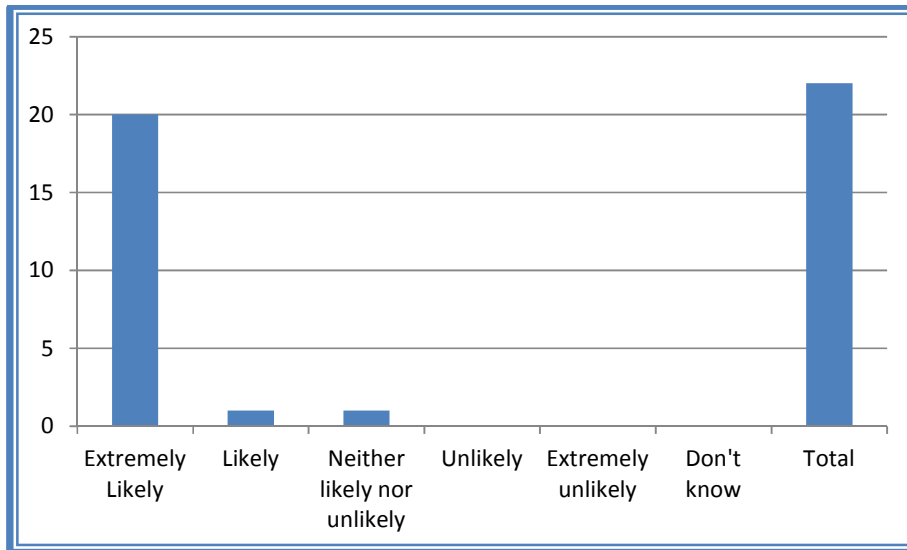


## Results of Friends and Family (FFT) Survey for December 2017



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, out of the 22 patients completing the survey, 20 were extremely likely to recommend us, one was likely to recommend us and one was neither likely nor unlikely 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 three patients gave us permission to do this. Comments received via SMS are not published due to the difficulty obtaining consent.

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

"Dr Williams rocks the Kazbah 😊"

"Excellent, prompt, efficient, polite staff and service."

*"We find the surgery staff all very friendly and helpful. Even in difficult circumstances the receptionists are courteous and the nurses efficient and helpful."*

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

#### **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 did not receive any responses with permission to publish this month.

*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.*