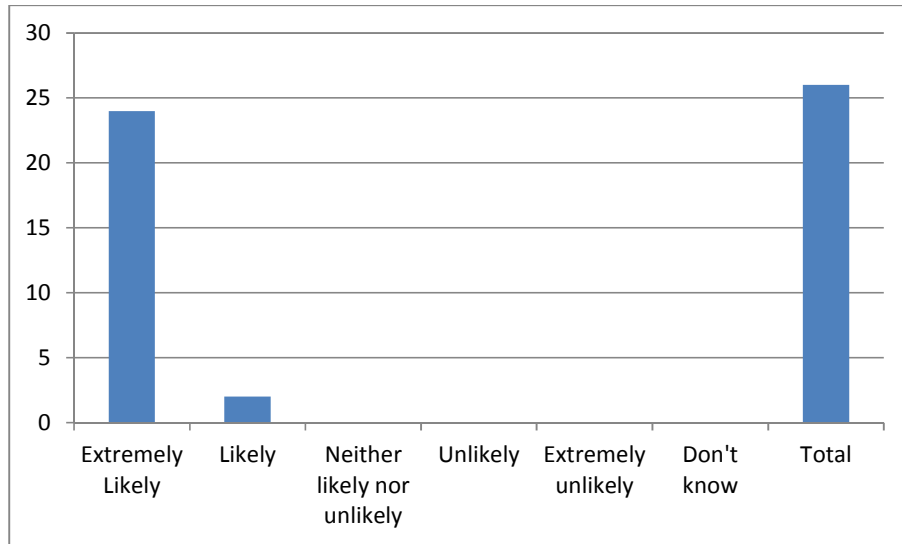


## Results of Friends and Family (FFT) Survey for December 2018



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 26 patients completing the survey, 24 were extremely likely to recommend us and 2 patients were 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 the results have been shared with the Practice Team. Please remember that we can only publish your comment publicly if you give us permission to do so by ticking the box. This month all patients giving feedback chose not to give us permission to do this. Comments received via SMS are not published due to the difficulty obtaining consent.

*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.*