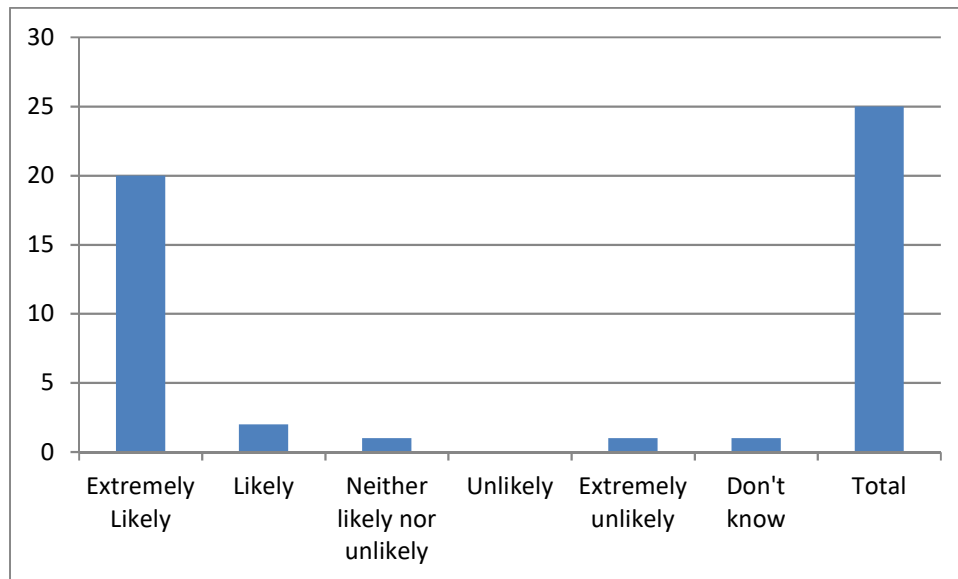


## Results of Friends and Family (FFT) Survey for December 2019



Thank you to those of you who completed the Friends and Family Survey for us in December. We are again, on the whole, pleased with the feedback we have received. As you can see from the above graph, out of the 25 patients completing the survey, 20 were extremely likely to recommend us, two were likely, one was neither likely nor unlikely, another was extremely unlikely and one patient didn't know how they felt about recommending 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 one patient 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...

"Everyone at the Surgery is always pleasant, helpful and informative."

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

*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.*