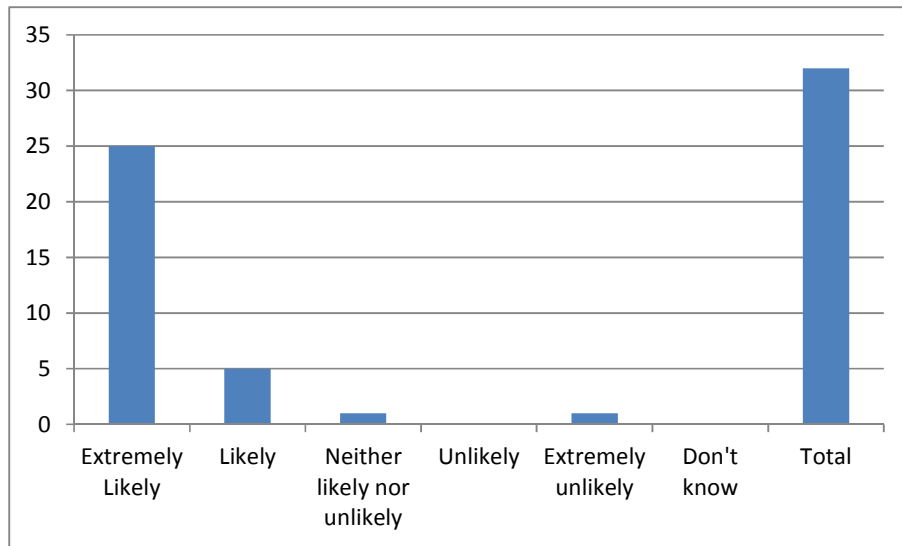


## Results of Friends and Family (FFT) Survey for February 2018



Thank you to those of you who completed the Friends and Family Survey for us in February. We are again, on the whole, pleased with the feedback we have received. As you can see from the above graph, out of the 32 patients completing the survey, 25 were extremely likely to recommend us, five were likely to recommend us, one was neither likely nor unlikely to recommend us and another was extremely 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 two 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...

"I have been registered with this surgery all the time I have lived in this area, since I was a baby, bar a while in my 20's, and I have always had all the courtesy, help, care and advice I could want or need from medical and admin staff. Thank you."

"Because it's the best surgery. The staff are so helpful and always pleasant and we have the best Doctors, after 36 years at the Surgery I should know."

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 received two responses with permission to publish to this question...

**“Get your computer system sorted! So far, I have been waiting 5 months to be registered. I realise it is not the surgery’s fault, but you need to do something about the company running it.”**

*We assume this comment relates to patients registering for online services. Please accept our apologies for the unsatisfactory delay. We are aware of the delay and are currently working through a backlog.*

**“Nothing, all good. Parking is the only obstacle.”**

*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.*