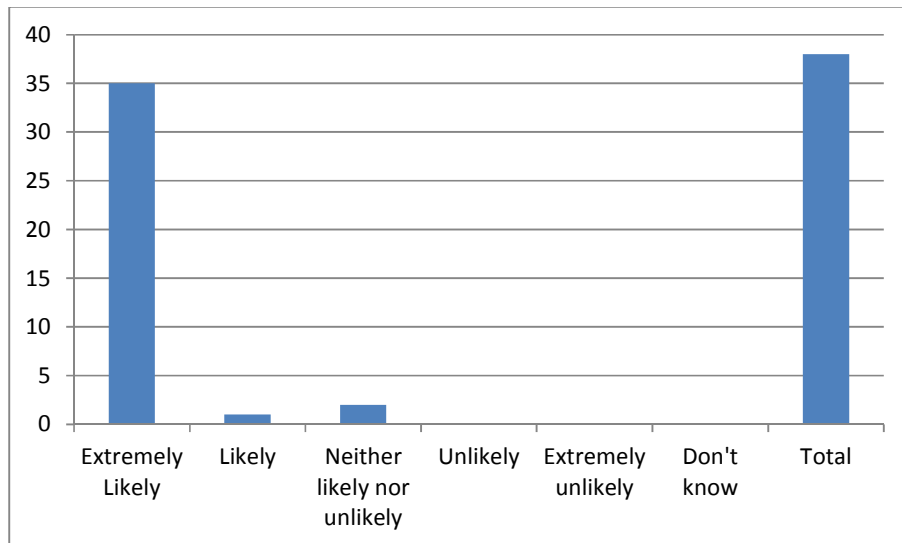


Results of Friends and Family (FFT) Survey for November 2017



Thank you to those of you who completed the Friends and Family Survey for us in November. We are again delighted with the feedback we have received. As you can see from the above graph, out of the 38 patients completing the survey, 35 were extremely likely to recommend us, one was likely to recommend us and two were 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 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...

"Very impressed with care I've received and all staff in the practice."

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 one response with permission to publish...

"Nothing – Very satisfied with care I've received"

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.