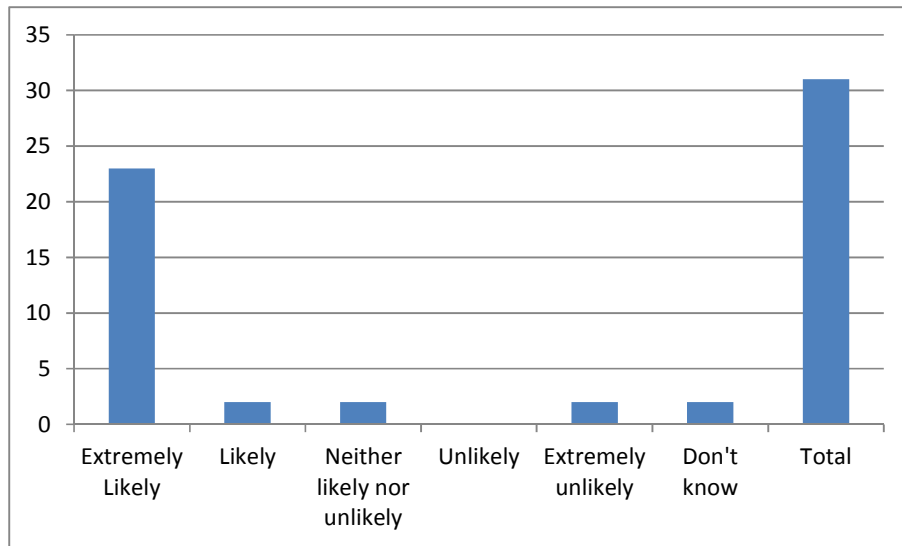


## Results of Friends and Family (FFT) Survey for October 2019



Thank you to those of you who completed the Friends and Family Survey for us in October. We are again, on the whole, very pleased with the feedback we have received. As you can see from the above graph, out of the 31 patients completing the survey, 23 were extremely likely to recommend us, 2 were likely to recommend us, 2 with neither likely nor unlikely, 2 were extremely unlikely and 2 patients 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 four 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...

"Personal care was very good, not rushed at all and was listened to. A pleasant experience."

"I have been a satisfied patient for many years. I have always been treated with dignity and respect by everybody at the practice, which makes getting old quite pleasurable!!"

## Patients who was 'likely' to recommend us said...

"I quite like this clinic, I'm with them nearly 3 years. I have problem to manage my depression, frustration, anxiety maybe due to my thyroid which my mom has - like chronic disease by genetic, which I just discovered. I did, at hospital, the blood test for the thyroid (which is what I been told from the doctor there and from the paper I been given) but the hospital tested my blood for something else. Due my frustration cause if my depression is due my thyroid the tablets can help me to reduce it or wipe off the depression. Obviously it's no clinic fault for that but if the receptionist could told me I can do the blood test at hospital again the day after then booking me for a blood test in 2 weeks time when clearly I'm struggling with my depression, the argumentation with her will be avoided. But anyway thanks to the Doctor (which I don't remember the name) that told me about that form so finally found out if I can finally cure my depression for good after months, nearly 1 year. Please try to understand someone is in the depression has the brain on fog from too many emotions. I believe they should be trained to dealing with people like me. I know it's no easy but not impossible. Hope that can help to help other people like me. Many thanks."

The other responders did not wish to share their comments publicly and there were no suggested improvements 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.*