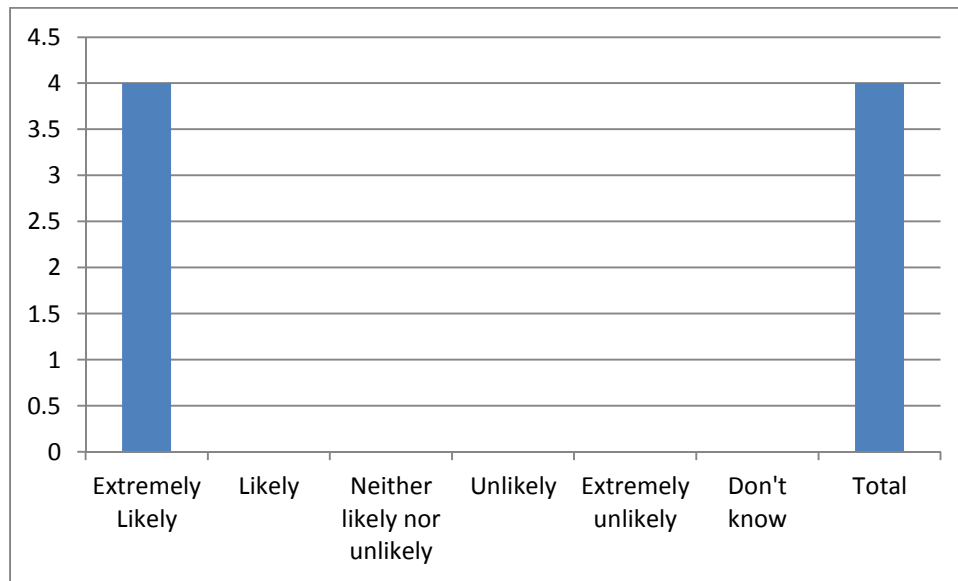


Results of Family and Friends (FFT) Survey for September 2015



Thank you to those of you who completed the Family and Friends Survey for us in September. We are again pleased with the feedback we have had. However, again the number of responses we received were minimal. As you can see from the above graph, all responding patients were 'extremely 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 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 only one of the four patients gave us permission to do this.

Patients who were 'extremely likely' to recommend us said...

"It's the best surgery the people are lovely and the doctors and nurses are so helpful and you can always get an appointment. Smashing surgery."

Whilst we are once again delighted to receive such encouraging feedback, we would not become complacent and acknowledge that there is always room for improvement. The third responder 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 to this question...

“There is nothing to change. I have been here for thirty three years and two of my children are registered there still. My husband and I would never change.”

Thank you! We will continue to strive to maintain your high opinion of us.

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.