

Friends & Family Report

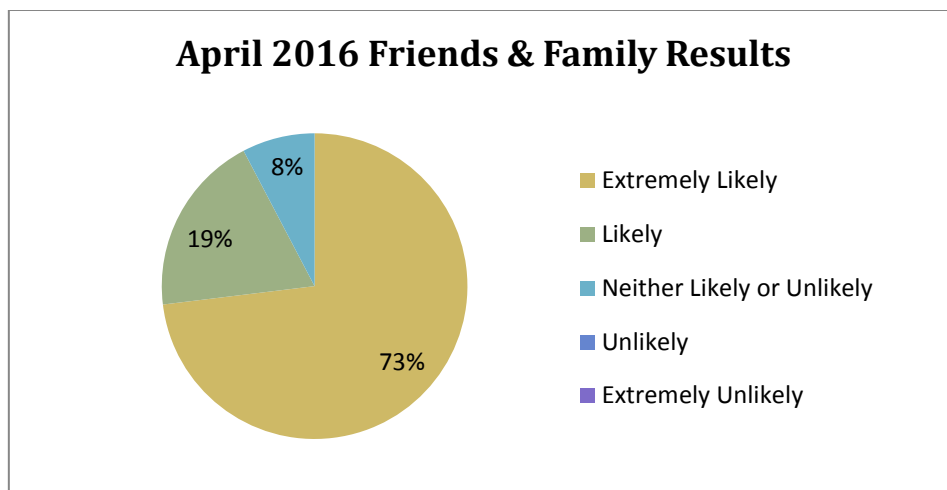
April 2016

The friends and family test is an important opportunity for patients to provide feedback on the services that provide their care and treatment.

In April...

92%

of patients who responded said they were 'Likely' or 'Extremely Likely' to recommend Moorland Medical Centre to friends and family if they needed similar care or treatment.



Example of Patient Comments

A lifetime here- very good and gets better.

The Doctor I saw on my last visit was extremely helpful and listened to my various concerns and was very thorough. Also when I have to see a Nurse Practitioner they are also very good.

Excellent GP Practice.

My experience of this Practice is generally good. However, due to working as a teacher in Stoke, it has taken me a while to get an appointment that I can attend. It would be good if some Monday evening appointments could be booked on the day.

Always helpful. Always have appointment for baby on the same day.

Always been satisfied since I was 11 and now I'm nearly 80 years old.