

Friends & Family Report

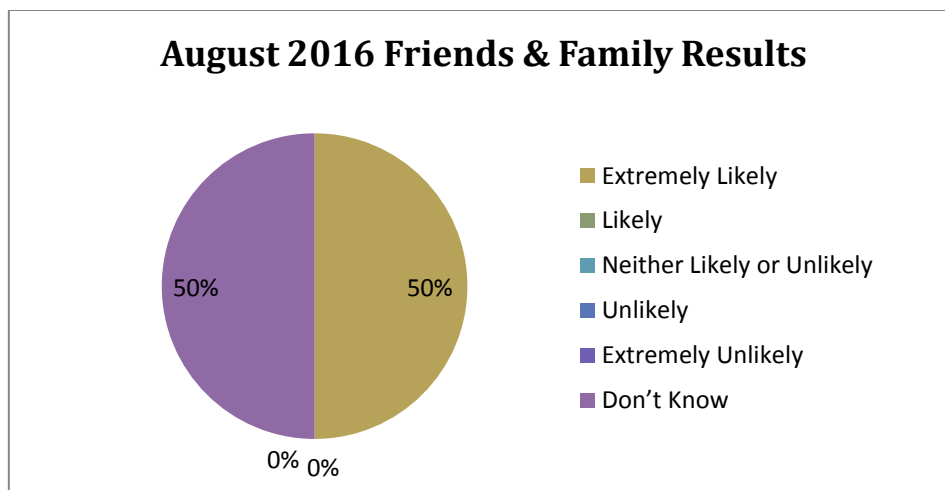
August 2016

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

In August...

50%

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

The Practice is Fabulous. The staff all demonstrate care and empathy to patients, and carers, and often go the extra mile to ensure that patients are able to access appropriate services in a timely manner. The GPs know their patients, and work with us to ensure that we are well cared for, I particularly value the effectiveness of telephone consults and written requests. We are very lucky to have the practice.