

Friends & Family Report

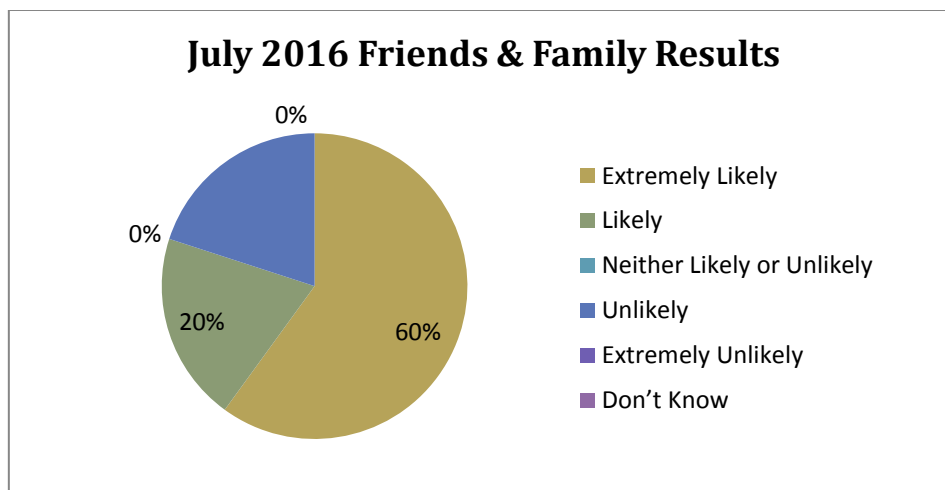
July 2016

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

In July...

80%

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

I wouldn't put them through the appalling waiting times and certain staff (reception) attitudes

Very happy with the Service, especially from Nurse Practitioner

Feel I need to say how they went the extra mile to help me resolve my complicated illness

Efficient, polite, friendly staff on reception and nursing services. GPs knowledgeable, concerned and professional

Always Friendly