

Friends & Family Report

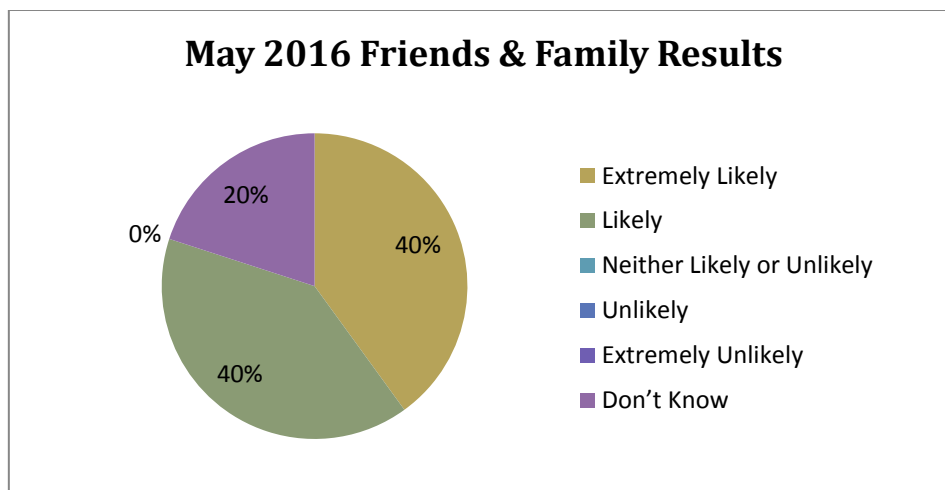
May 2016

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

In May...

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

Sorry couldn't find appropriate form, but wanted to say excellent service from all staff. Thankyou

Good service - approachable and efficient

Friendly and sympathetic staff and superb doctor

Friendly and pretty much on time

Same as others but couldn't get appointment on telephone for 3 weeks and then doctor's appointment for 1 month.

No continuity with own GP