

Friends & Family Report

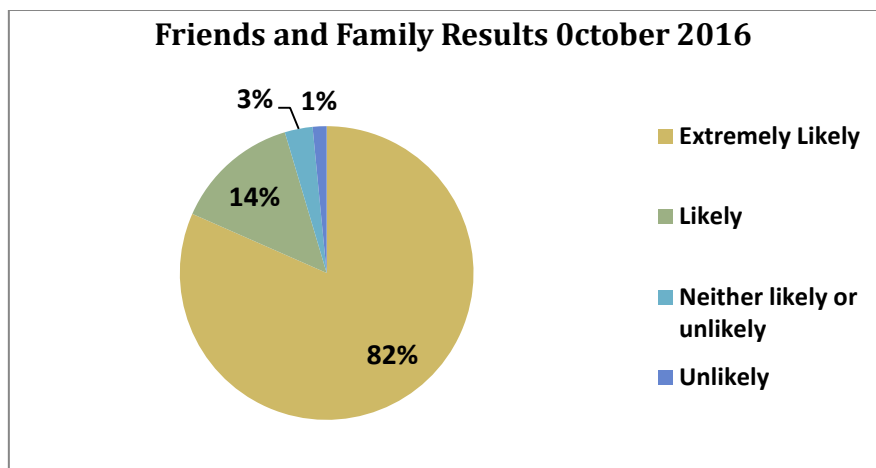
October 2016

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

In October...

97%

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

- Would like someone to answer the phone- have to ring 4-5 times.
- Always truthfully very good. Excellent in fact!
- Very good and have recommended this practice.
- Always sorted out my problems all the way through.
- Prescription mistakes!
- Happy reasonably- but annoying when cannot get a prescription.
- Very helpful here.
- 10 out of 10.
- Always able to get in.
- Superb! Stunning here.
- Not happy- appointments.
- Always really good especially with children.
- Satisfied.
- 110%
- Wrong prescription. Poor customer service, unfriendly bedside manner of some of the Doctors.
- Keeping us alive! Nice.