

# Friends & Family Report

## September 2016

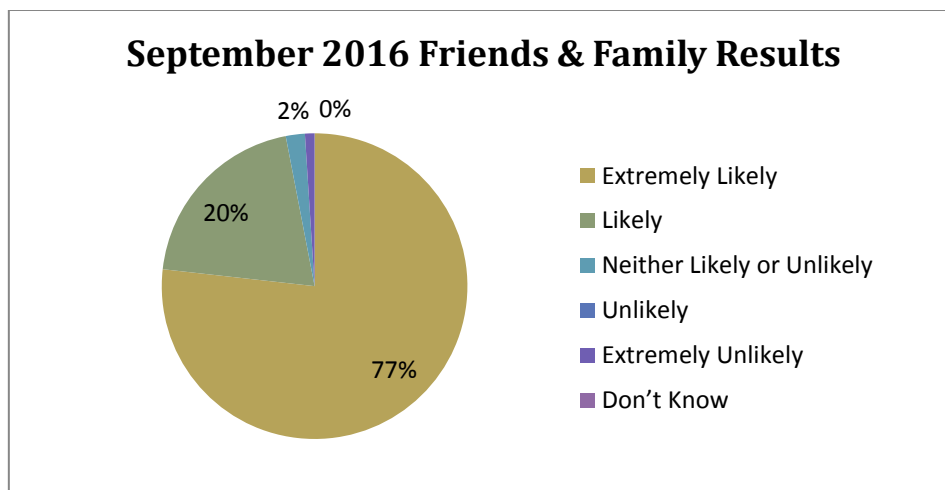
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The friends and family test is an important opportunity for patients to provide feedback on the services that provide their care and treatment.

In September...

# 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

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- 1 hr 45 mins waiting
- Always helpful and attentive receptionists. Can usually fix an appointment on the day if a late necessity arises. Medical staff (doctors and nurses) always gives first class care and treatment.
- Given slots for jabs in advance would be helpful
- Excellent service, great staff, cannot fault it
- Brilliant best in Leek
- Terrific after 20 years
- Come here all the time. Have a job to get appointment
- Really good, very good with children
- Always be seen when I need emergency. Good
- Trying to get through to the surgery is a nightmare! For urgent help it's not ok. 3 times a day tried so upset
- Long time to get appointment for specific doctor, need continuation
- Always been v helpful, dealt with fairly
- Been coming a long time, no problems
- Good Service
- Rest of family here
- Damned Good (Simply the best)