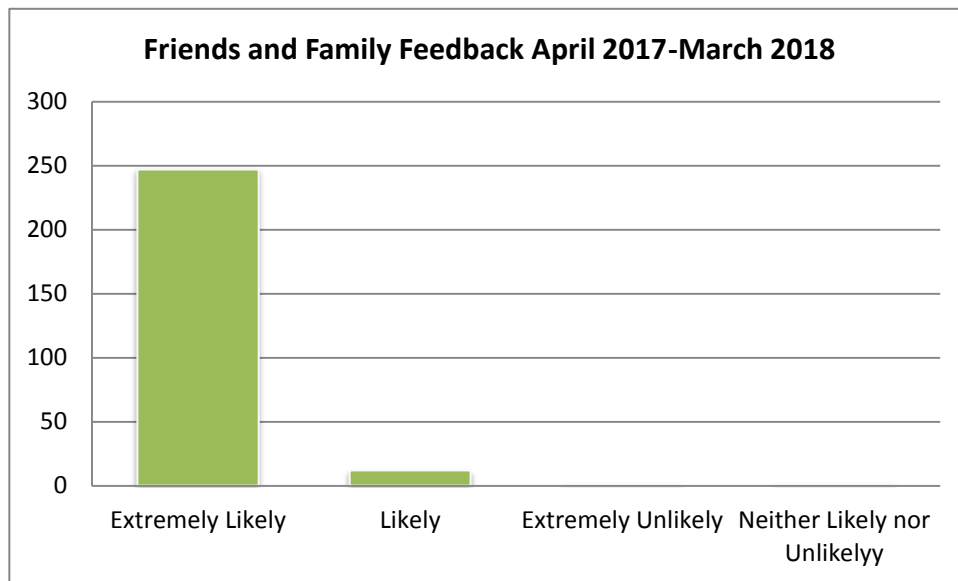


**Friends and Family Feedback
April 2017 – March 2018**

Number of comments Received

- 247 stated that they would be extremely likely to recommend our practice to Family and Friends (94.63%)
- 12 stated that they would be likely to recommend our practice to Family and Friends (4.60%)
- 1 stated that they would be extremely unlikely to recommend our practice to family and friends (0.52%)
- 1 stated that they would be neither likely nor unlikely to recommend our practice to family and friends (0.52%)



Sample of Comments Received:

Because the staff are very accommodating and helpful

The services here are fast, efficient and friendly. We are now new to the practice and it compares very favourably with our last GP

Very pleased with all the reception staff who are helpful and friendly plus the doctors are constructive and honest.

Always seen promptly and received extremely good service.

Friendly, helpful whilst remaining professional at all times. Fabulous and a credit and asset to the NHS.

Every time I order my daughters ADHD medication there is a mess up.

Action Plan:

The practice continually aims to ensure that prescription issue remains seamless and had recruited a Clinical Pharmacist to assist with this process.