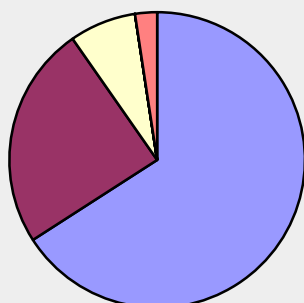


## Friends & Family Test February 2016 results

We would like you to think about your recent experiences of our service. How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?

| Answer Options             | Response Percent | Response Count |
|----------------------------|------------------|----------------|
| Extremely likely           | 65.9%            | 27             |
| Likely                     | 24.4%            | 10             |
| Neither likely or unlikely | 7.3%             | 3              |
| Unlikely                   | 0.0%             | 0              |
| Extremely Unlikely         | 0.0%             | 0              |
| Don't know                 | 2.4%             | 1              |
| <i>answered question</i>   |                  | <b>41</b>      |
| <i>skipped question</i>    |                  | <b>0</b>       |

We would like you to think about your recent experiences of our service. How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?



- Extremely likely
- Likely
- Neither likely or unlikely
- Unlikely
- Extremely Unlikely
- Don't know

### What you said (an example of some of the comments received):

#### What we did well:

*'I've always had excellent treatment especially with DR BRASH'*

*'always good are, nurses cheerful and helpful'*

*'I always get an appointment quickly Friendly Practice Good Doctors'*

*'Always able to get an appointment when needed, normally same day'*

*'I have always been well looked after and would recommend to anyone'*

#### What you thought we could improve:

*'It is hard to get an appointment when needed'*

#### What we have done:

We currently offer appointments before 8.00 am, after 5.00 pm and Saturdays to try and accommodate patients' needs. Some more specialist clinics are run on specific days however we do try and accommodate people wherever we are able.

(PLEASE NOTE SOME COMMENTS ARE NOT DISPLAYED DUE TO POSSIBILITY OF BEING ABLE TO IDENTIFY INDIVIDUALS BY RESPONSE GIVEN) THANK YOU TO EVERYONE WHO TOOK PART IN OUR FEBRUARY FRIENDS AND FAMILY TEST – YOU CAN TAKE PART IN OUR MARCH TEST EITHER IN THE PRACTICE OR ONLINE AT [WWW.CHADWICK-PRACTICE.CO.UK](http://WWW.CHADWICK-PRACTICE.CO.UK)