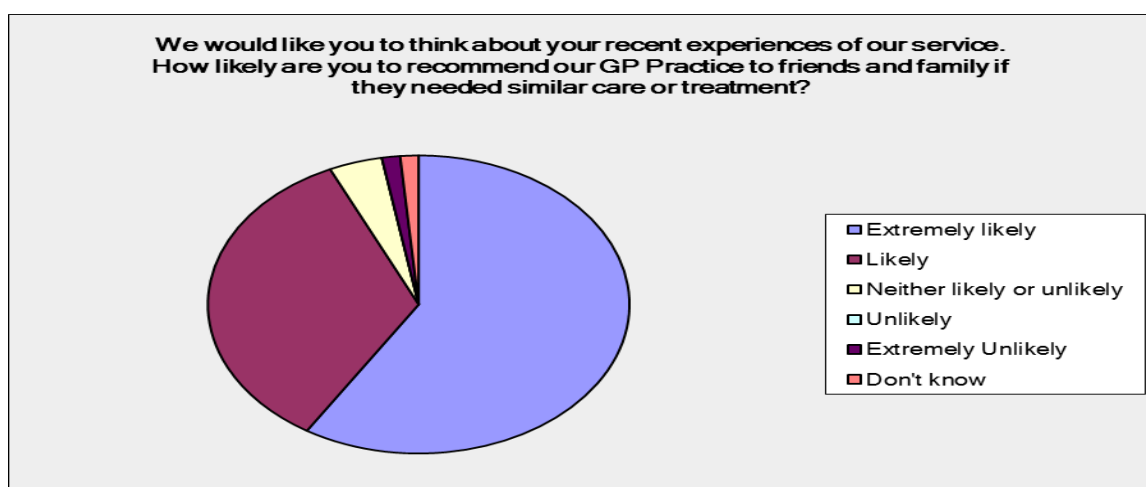


Friends & Family Test January 2016 results

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	58.9%	43
Likely	34.2%	25
Neither likely or unlikely	4.1%	3
Unlikely	0.0%	0
Extremely Unlikely	1.4%	1
Don't know	1.4%	1
<i>answered question</i>		73
<i>skipped question</i>		0



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

What we did well:

'Doctors are reliable, trustworthy , efficient, good clean environment, appointments quick'

'Everything I asked for got explained and done and appointments suit'

'Chadwick practice is a good "doctors"'

'You get to see a Dr (not just speak to one on the phone) very likely to get an appointment'

'Because of the way we are made to feel important by the staff and Doctor Garcia'

'I have had exceptional care by Dr Howe'

'Dr Sunkavalli really put me at ease'

What you thought we could improve:

'Some confusion with prescriptions'

What we have done:

We are in the process of reviewing our repeat prescription protocols with a view to improving our services. The practice also offers online ordering and electronic transfer of prescriptions to local pharmacies. Please ask at reception for further information.

(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 JANUARY FRIENDS AND FAMILY TEST – YOU CAN TAKE PART IN OUR FEBRUARY TEST EITHER IN THE PRACTICE OR ONLINE AT WWW.CHADWICK-PRACTICE.CO.UK