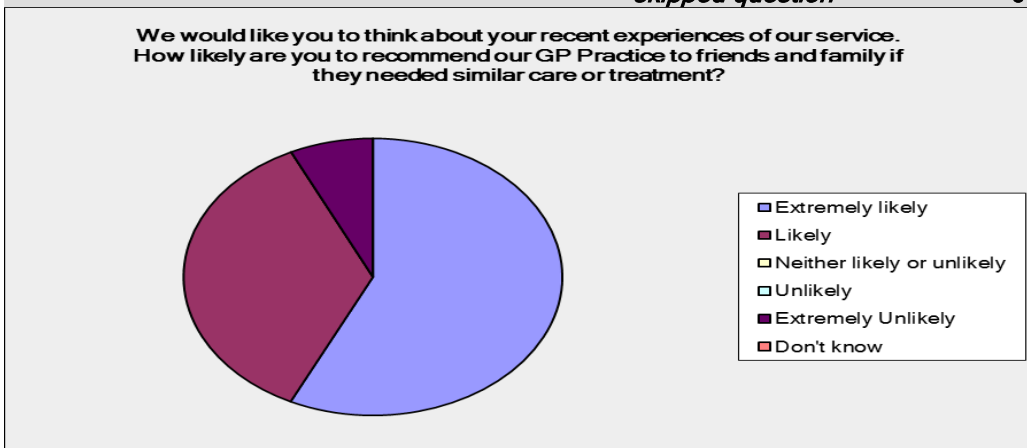


Friends & Family Test July 2016 results

Friends & Family Test

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 | 57.1% | 8 |
| Likely | 35.7% | 5 |
| Neither likely or unlikely | 0.0% | 0 |
| Unlikely | 0.0% | 0 |
| Extremely Unlikely | 7.1% | 1 |
| Don't know | 0.0% | 0 |
| <i>answered question</i> | | 14 |
| <i>skipped question</i> | | 0 |



What you said:

The majority of comments were very good which stated that lots of patients were happy with the services we provide and feel we have caring service, and our staff were friendly and helpful

What we could improve:

Saturday and later appointments

What we have done:

Numbers of results have dropped this time, this may be because we have been running several other questionnaires in the practice during July. We will aim to improve numbers again next month so that results are more reflective of patient experience.

We currently offer a small surgery on a Saturday with one GP and have appointments available after 5 with both doctors and nurses. Demand has increased across many services but we will continue to monitor the situation.

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