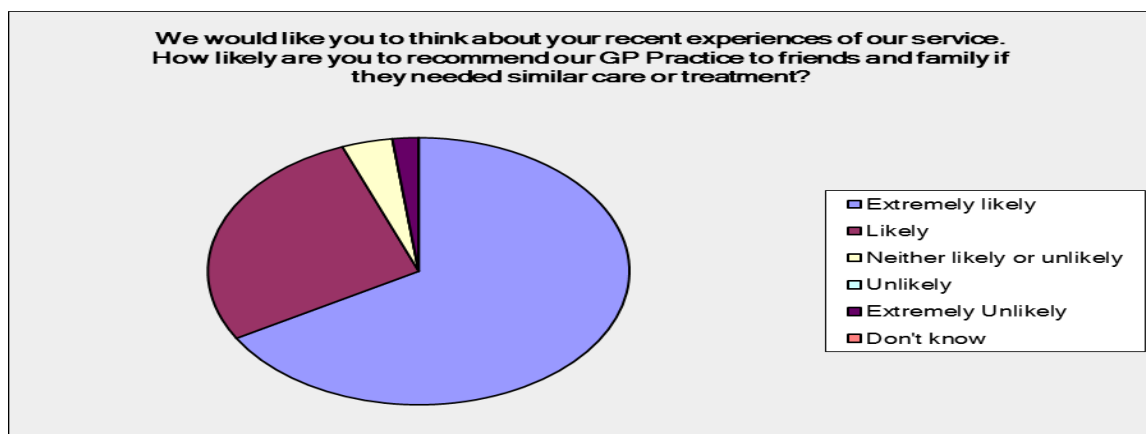


## **Friends & Family Test March 2016 results**

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	66.7%	34
Likely	27.5%	14
Neither likely or unlikely	3.9%	2
Unlikely	0.0%	0
Extremely Unlikely	2.0%	1
Don't know	0.0%	0
<i>answered question</i>		<b>51</b>
<i>skipped question</i>		<b>0</b>



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

#### **What we did well:**

*'The doctors , nurses and receptionists are second to none, very easy to get an appointment . The best practice in Hartlepool , I have already recommended the practice to family and friends'*

*'Well run practice organised'*

*'The doctor and nurses take the time to listen and care for all patients and are very helpful and polite'*

*'Never had no problems with the practice good service '*

*'Very friendly , easy to get an appointment easy to talk to and very helpful'*

*'Because I always feel a duty of care from the staff here'^*

#### **What you thought we could improve:**

*'Need some more same day appointments but good staff'*

*'The lack of concern or empathy displayed by some of the doctors'*

#### **What we have done:**

We currently offer appointments before 8.00 am, after 5.00 pm and Saturdays to try and accommodate patients' needs with the balance of both pre-bookable and same day appointments at times we appreciate that demand increases and try to manage this by making adjustments on a daily basis.

Generally the practice receives positive comments with the majority of patients stating they have a caring experience at the practice – however all comments are shared with the practice team in the hope of improving patient care.

(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 MARCH FRIENDS AND FAMILY TEST – YOU CAN TAKE PART IN OUR APRIL TEST EITHER IN THE PRACTICE OR ONLINE AT [WWW.CHADWICK-PRACTICE.CO.UK](http://WWW.CHADWICK-PRACTICE.CO.UK)