

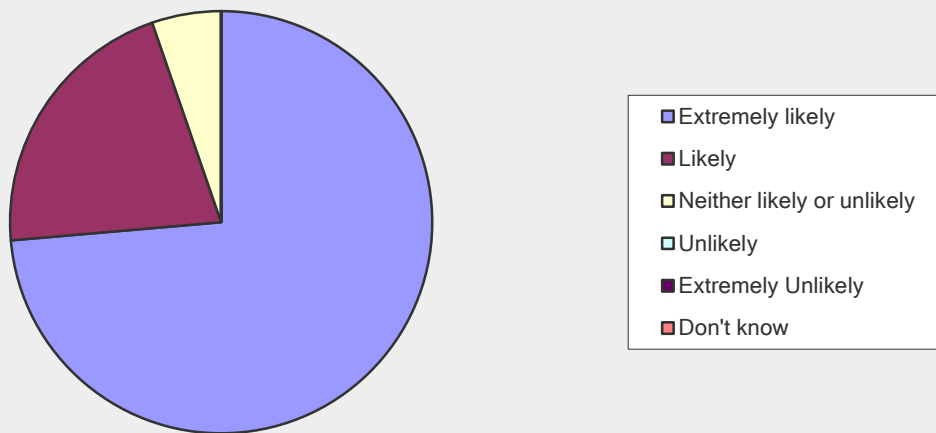
## Friends & Family Test November 2015 results

### 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	73.7%	14
Likely	21.1%	4
Neither likely or unlikely	5.3%	1
Unlikely	0.0%	0
Extremely Unlikely	0.0%	0
Don't know	0.0%	0
<i>answered question</i>		<b>19</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?



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

*'The doctors Garcia and Mendis are great docs they both listen to you and I'll only see them, the reception girls are lovely , they all have respect for us too. Thank you all as you have all helped me over this past 1 year of my illness'*

*'Always feel as though my care is important'*

*'Appointments after 5 pm , quick booking if needed, friendly receptionists'*

### What we have done:

The number of responses has diminished therefore we have now started focusing on Friends and Family questionnaires being given out throughout the day one day per week to see if this improves the number of responses collected.

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