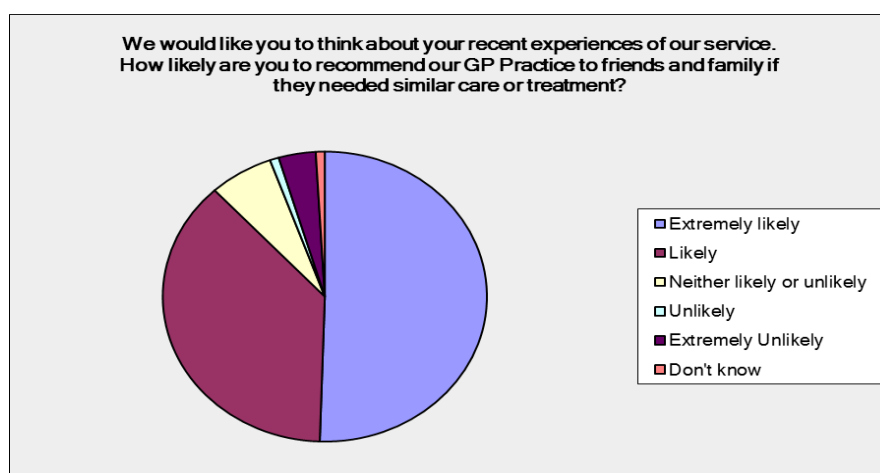


## Friends & Family Test June 2016 results

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	50.5%	55
Likely	37.6%	41
Neither likely or unlikely	6.4%	7
Unlikely	0.9%	1
Extremely Unlikely	3.7%	4
Don't know	0.9%	1
<i>answered question</i>		<b>109</b>
<i>skipped question</i>		<b>0</b>



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

#### What we did well:

'Doctors are very knowledgeable and listen to your concerns' 'Clinics are varied and easy to access' 'Not difficult to get an appointment' 'I would strongly recommend this practice because everyone receptionist nurses and doctors are all caring and a true team'

**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**

#### What you thought we could improve:

'Should have automatic doors for wheelchairs to get through or a push pad'

A small number of responders felt that they had had difficulty getting an appointment although the majority were happy with the appointment system and one person mentioned difficulty getting through on the telephones.

#### What we have done:

We will raise the question regarding automatic doors at our next premises user group meeting. Many GP practices are experiencing increased demand and therefore appointment waiting times are increasing, nationally the average wait is 2 weeks, we are still at present performing better than this but will continue to monitor the situation and look at ways of maintaining good access for patients.

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