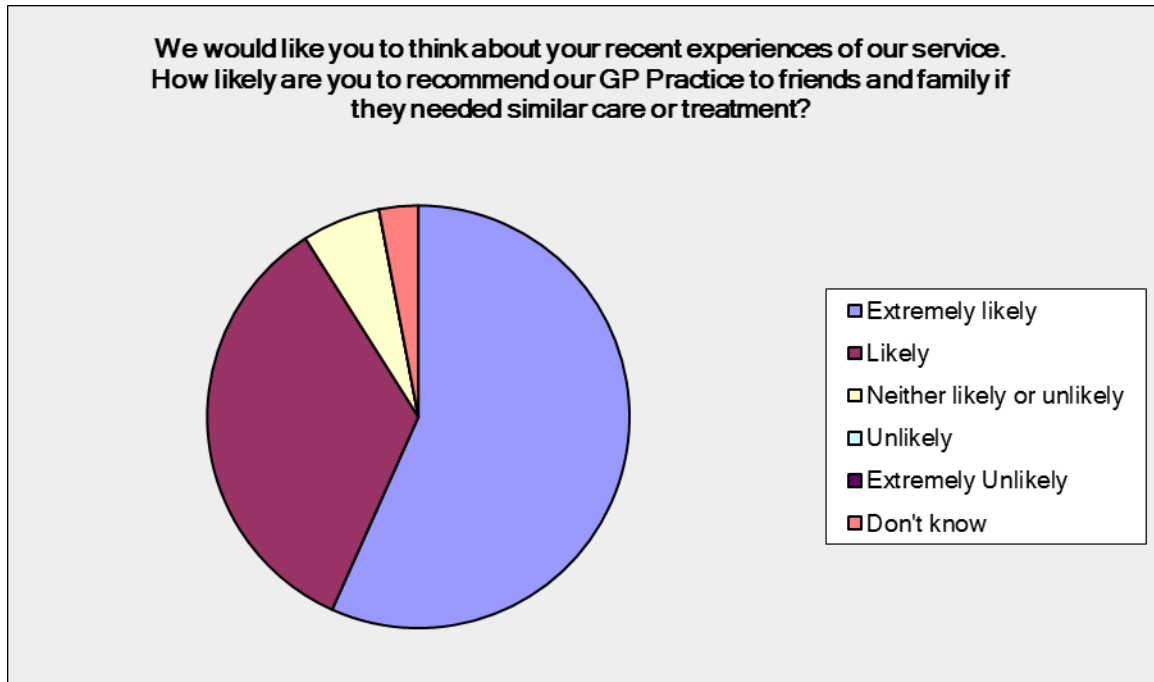


## Friends & Family Test May 2016 results

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	56.7%	38
Likely	34.3%	23
Neither likely or unlikely	6.0%	4
Unlikely	0.0%	0
Extremely Unlikely	0.0%	0
Don't know	3.0%	2
<i>answered question</i>		<b>67</b>
<i>skipped question</i>		<b>0</b>



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

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

'Dr Sunkavalli is very pleasant and the nurses are the same' 'Best surgery in Hartlepool'  
 'I have been in this practice for a year and the gp's and nurses are very helpful , the receptionists are lovely and I would recommend this practice' 'Always willing to help always get an appointment'  
 'great with children' 'Dr Garcia is great'

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

**'No improvements suggested this month or comments made to this effect'**

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

We will continue to monitor comments and our services to improve our services

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