

OLD CHURCH SURGERY

Results of the Friends and Family Test – October 2015

Thank you for providing us with feedback, we received a total number of 15 responses with 100% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
9	6	0	0	0	0

Samples of the comments received are shown below:

Extremely Likely and Likely

- RECEPTIONISTS ARE VERY HELPFUL AND POLITE AND WE LIKE THE DOCTORS HERE AT THE SURGERY. THE DOCTORS HAVE TIME FOR YOU.
- THIS SURGERY IS VERY WELL RUN, FRIENDLY STAFF AND EASY TO GET AN APPOINTMENT TO SEE A DOCTOR.
- VERY WELCOMING AND FRIENDLY. ONE THING I WOULD RECOMMEND IS MORE LATE APPOINTMENTS.
- I AM ALWAYS TREATED WITH CARE AND CONCERN.
- IT ALL SEEMS OK.
- ALWAYS PROMPT, WAITING TIME IS GOOD AND VERY EFFICIENT.
- FRIENDLY AND CARING STAFF
- ALWAYS HELPFUL, CAN ALWAYS GET AN APPOINTMENT. RECEPTION STAFF ARE LOVELY.
- STAFF FRIENDLY AND VERY PROFESSIONAL. ALWAYS ABLE TO GET AN APPOINTMENT NO MATTER WHEN YOU CALL.
- ALWAYS HELPFUL AND THE GETS ANSWERED – THANK YOU.

Neither Likely or Unlikely

- No responses were received in this category

Unlikely

- No responses were received in this category

Extremely Unlikely

- No responses were received in this category

0 spoilt responses were received and these have not formed part of our survey

From the **September** feedback, we are now reviewing the comments received to improve the service we provide. The positive comments about our staff are much appreciated and have been shared with all the staff here at the Old Church Surgery

If you would like further information on the Friends and Family Test then please speak with a member of staff.