



Friends and Family Test

August

The Practice has been collecting Friends and Family Test data from patients who have used the Practice’s services. This information has been collected using 3 methods:

- PATCHS (Online) - Patients completing a PATCHS online consultation are asked to complete the test
- Website (Online)- This is available to all patients; the Practice also randomly selects patients who have used the Practice services in the previous month and sends them a SMS/text, inviting them to complete the test
- Paper – This is available to all patients who attend the Practice

The Friends & Family Test asks one simple question:

Thinking about your GP practice. Overall, how was your experience of our service?

Breakdown of responses received:

Very good	5	PATCHS (Online)	
Good	2	Website (Online)	
Neither good nor poor		Paper	
Poor			
Very poor			
Don't Know			
Total no. of responses	7		

Overall satisfaction rating: 100%

This is the percentage of patients reporting their experience as being either ‘Very good’ or ‘Good’

The following are the additional comments made under the various categories:

Very good

I always get excellent service from my GP's surgery, whether it be from reception to my GP, Dr Susan Hyde They are always on the ball with my health and follows as well as polite friendly and helpful. Marvelous

Good

As you were more concerned about my throat rather than pain in ears and hearing isn't great.

Neither good nor poor

Poor

Very poor

Don't Know