



## The Friends & Family Test

### Survey Results November 2015

#### **Questionnaire completed via our practice website:**

- 02 responses
- 01 extremely likely to recommend practice
- 01 unlikely to recommend practice

#### **Questionnaire completed at the practice:**

- 01 responses
- 01 extremely likely to recommend practice

#### **Percentage:**

- 33.3% extremely likely to recommend the practice
- 33.3% likely to recommend the practice
- 33.3% unlikely to recommend the practice\*

**Patient comment** *“I’m on the phone for 15 minutes trying to book an appointment. All they do is play bad music and tell you to hold”*

**Practice response** *“We apologise for any unintentional delay in answering your call. We do offer an on-line appointment booking service for GP appointments which you may like to register for. Pls see our website for further details. We are also making enquiries with our telephone service provider to see if we can arrange for a message to let the caller know what number they are in the queue”*