



The Friends & Family Test

Survey Results December 2015

Questionnaire completed via our practice website:

- 05 responses
- 03 extremely likely to recommend practice
- 02 unlikely to recommend practice

Questionnaire completed at the practice:

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

Percentage:

- 58% extremely likely to recommend the practice
- 28% likely to recommend the practice
- 14% extremely unlikely to recommend the practice*

***Patient comment** *“Every time I’m given a timed appt, it is never kept by the doctors. I understand doctors are busy but waiting to be seen and an hour late is unacceptable cause if I’m more than 5 mins late my appointment is cancelled”*

Practice response *“I spoke to the parent of the patient concerned to find out a bit more about what happened. I apologised for any unintentional delay to the timed emergency appointment explaining that unfortunately due to the difficulty in judging how long an emergency appointment may take, on occasions this could result in the late running of the surgery. We refer to the clinician if a patient is more than 10 minutes late and after careful consideration it is at the clinician’s discretion as to whether the appointment has to be rescheduled”*