



The Friends & Family Test

Survey Results March 2016

Questionnaire completed via our practice website:

- 01 response
- 01 extremely unlikely to recommend practice

Questionnaire completed at the practice:

- 00 responses

Questionnaire completed via SystemOne online services:

- 02 responses
- 02 extremely likely to recommend practice

Percentage:

- 67% extremely likely to recommend the practice
- 33% extremely unlikely to recommend the practice

Patient Comment: Anonymous

“People having to wait 30-60 mins after appointment time, every time. There is not enough doctors at surgery”

Practice Comment:

“Dear Patient, we are sorry that you are experiencing late running of surgeries. We do try to run to time but on occasions patients may take more than their allocated appointment time. When we are aware that our GP availability will not meet patient appointment demand we do put in steps to try to minimise inconvenience to patients. However, if a patient is attending as an emergency, it is very difficult to judge how long exactly they will need with the doctor.”