



The Friends & Family Test

May 2017

**Questionnaire completed via our practice website:**

- 03 response
- 02 extremely likely to recommend the practice
- 01 unlikely to recommend the practice

**Percentage:**

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

**Comments:**

- *I have been a patient since 1960 and have never wanted to change to another surgery. Happy with the service*
- *It is too difficult to get an appointment when you are unwell. The emergency appointment system is unhelpful when you need to call on the dot and then you can still miss out on an appointment. The reception staff are lovely and friendly though. I would like security that I can phone and get an appointment at the time that is needed.*