**FRIENDS AND FAMILY TEST**

**Results for August 2023**

Thank you to all the patients who completed a friends and family test survey in August 2023.

**1)** **How likely are you to recommend our practice to family and friends if**  **they needed similar care or treatment?**



 45% are extremely likely to recommend the practice

19% are likely to recommend the practice

18% are neither likely nor unlikely to recommend the practice

8% are unlikely to recommend the practice

9% are extremely unlikely to recommend the practice

**2)** **If we could change one thing about your care or treatment,**  **what would it be?**

* All good, best practice I’ve ever been to.
* I can’t think of anything that would improve my experience. I have always been happy with the service.
* The service you give is great.
* Staff are always helpful, pleasant and polite. Receptionists are fantastic.
* I’m happy with all aspects of my treatment.
* Would like to see a name and face organisation chart in the waiting room.
* Appointments are so hard to get hold of, especially face to face.
* I would rather see a GP than a nurse.
* Prefer to see a doctor rather than a telephone appointment.
* Should go back to pre-covid care so that doctors see patients face-to-face.
* Can’t get past some receptionists when you want an urgent appointment.
* Waiting time for appointments is too long.
* A fair booking system that recognises not everyone is able to wait in a lengthy queue.
* Late evening appointments for workers.