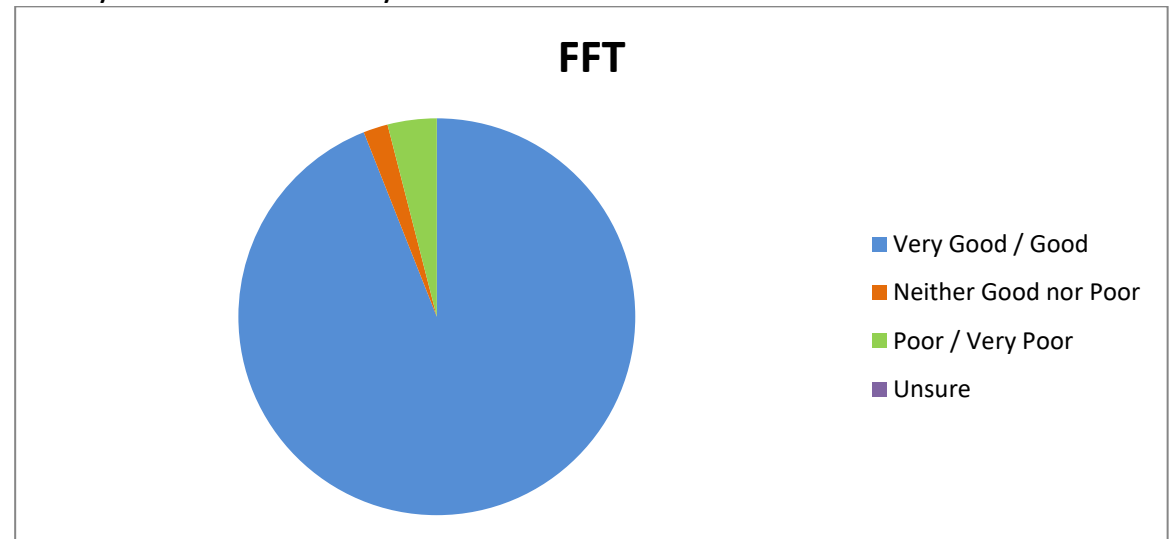


Friends & Family Test – July 2022

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

1	Very Good / Good	94%
2	Neither Good nor Poor	2%
3	Poor / Very Poor	4%
4	Unsure	0%



What did we do well? Friendly – comfortable – polite – understanding – good advice – easy to book appointments – quick response – care and management of my complex long term conditions gives me a lot of confidence – on time – efficient – effective – calm – helpful – professional – proactive – felt valued – listened – sympathetic – empathetic – nothing too much trouble – honest discussion – quality – caring – welcoming – accessible – accommodating – supportive

What did we not do as well? Reluctant to give face to face appointment – took 4 days to get a telephone consultation – rude – obstructive – took 2 weeks to get a face to face appointment – process and procedure driven