

Friends and Family Test Results – Jan 17

11 patients responded

11 patients said they were extremely likely/likely to recommend our surgery to Friends and Family

0 said that they were unlikely or extremely unlikely to recommend our surgery to Friends and Family

0 said that they would neither recommend nor not recommend/didn't know

Some of Your feedback;

Where you were happy with the services we offer

Efficient, attentive and friendly

Best to see one nurse and stick with them as if you see different Nurses you get conflicting treatment and views

I'm very grateful for care received at MHC

Great service

Because **Dr** is wonderful and the staff are fantastic

A friendly and helpful practice with doctors and nurses that show a high degree of care, skill and empathy

The service and warmth of the staff and doctor

Fantastic surgery in every way

Doctors are thorough-nurses helpful

The reception person was lovely and very helpful. He explained all my questions kindly and in detail

Efficient, friendly and kind

Where you thought we could do better- Nil responses

Passive-Nil responses

Practice Action Plan;

1. To discuss comments as a team and with PPG

Action Practice manager and PPG.

Thank you to all those patients who responded to the Friends and Family Test survey and all feedback helps us improve the services we offer

PPG for discussion in March 2017.