**FRIENDS AND FAMILY TEST**

**Results for July 2023**

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

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

 

55% are extremely likely to recommend the practice

24% are likely to recommend the practice

14% are neither likely nor unlikely to recommend the practice

2% are unlikely to recommend the practice

5% are extremely unlikely to recommend the practice

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

* Reception staff are so lovely and always polite and very kind.
* Doctor Brown is a thorough and caring doctor.
* Dr Hart has been very thorough and really listened to me.
* Nothing. You were awesome.
* I’m totally happy with my consultations and treatment.
* Always been very impressed. I think patients are very lucky to have such a dedicated and proactive team.
* A very, very good surgery. Always treated with respect.
* Seen quickly and efficiently.
* More face-to-face appointments. Find it difficult to get a face-to-face appointment.
* Having a nurse and GP who are knowledgeable about perimenopause/menopause.
* Much shorter waiting times for appointments.
* Mental Health doctor.
* Feel that sometimes some staff members can be rude.