**FRIENDS AND FAMILY TEST**

**Results for June 2023**

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

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

 

46% extremely likely to recommend the practice

32% are likely to recommend the practice

8% are neither likely nor unlikely to recommend the practice

5% are unlikely to recommend the practice

8% are extremely unlikely to recommend the practice

1. **If we could change one thing about your care or treatment, what would it be?**
* Nothing, the care and treatment I receive is always excellent.
* Excellently run surgery, nothing negative to say.
* Really pleased with the proactive ethos of the doctors and practice nurse.
* The members of the admin staff are always polite and very helpful. Nice friendly receptionist.
* Everyone is very respectful and I appreciate the work you do. Always someone to help you.
* Reduce waiting times for appointments.
* Offer more face to face appointments.
* Be able to see a doctor when I want.
* Have questions answered more effectively.
* Provide better mental health care.
* Have telephone calls returned quickly.
* To be listened to.
* It is sometimes difficult to get through on the telephone.
* When you ring to make an appointment with the doctor, it should be a doctor who sees you and not a nurse.