**FRIENDS AND FAMILY TEST**

**Results for October 2023**

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

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

 

64% are extremely likely to recommend the practice.

13% are likely to recommend the practice.

13% are neither likely nor unlikely to recommend the practice.

7% are unlikely to recommend the practice.

4% are extremely unlikely to recommend the practice.

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

* I feel extremely lucky to have such a wonderful GP surgery.
* I was completely satisfied with my recent treatment and could not find any faults at all.
* Just perfect and treated with care.
* Dr Hart has taken the time to listen and understand.
* Dr Harris has been excellent with me.
* Five stars to Dr Brown.
* Staff are excellent, efficient and friendly.
* I wouldn’t recommend any changes; I am completely satisfied with the care I have received.
* Love the call back system.
* Well women clinic.
* Appointment system that works for the patient, not just the practice.
* To be able to get an appointment easier and quicker. More face-to-face appointments.
* Releasing appointments daily is ridiculous for people who need to plan ahead.
* Quicker result notifications.