**FRIENDS AND FAMILY TEST**

**Results for April 2024**

Thank you to all the patients who completed a friends and family test survey in April 2024.

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



 62% are extremely likely to recommend the practice.

22% are likely to recommend the practice.

9% are neither likely nor unlikely to recommend the practice.

3% are unlikely to recommend the practice.

4% are extremely unlikely to recommend the practice.

1. **If we could change one thing about your care or treatment, what would it be?**
* Dr Brown is always amazing. First class service again from Dr Brown.
* Dr Hart and Dr Harris are fantastic but can’t get to see them very often.
* I was seen by Dr Craghill on time and I thought he was excellent.
* Dr Harris is the best. Carol was funny and a star. Carol was amazing.
* Justine and Dr Hart are brilliant. Fantastic surgery. Wonderful staff.
* I attended to see Dr Hart. I can honestly say she is a fantastic doctor.
* Dr Challa was excellent during our call.
* Tracey was really welcoming and helpful, put me at ease.
* Tracey was very reassuring and professional. The nurses are lovely.
* Very satisfied with all elements of my treatment. You can’t improve on excellent.
* Care was excellent. Treated with great respect from front desk and doctor.
* Staff are all helpful and respectful. Reception staff all really lovely and helpful.
* Doctors’ receptionists usually get bad press. The ones at Coppull are very friendly and kind.
* All staff from doctors to cleaning staff are always very friendly and courteous.
* I felt really listened to with my concerns and a plan with next steps was put in place.
* One thing that has really stood out to us is your excellent customer service.
* The triage system works well. After using the new triage system, I was pleasantly surprised.
* More face to face appointments. Be able to get appointments sooner.
* Not sure the new booking system is for everyone. Take away the complicated triage service.
* Do not like the new system. Less technology and more human contact.
* Having to wait three weeks to see a doctor is not acceptable.
* Be able to go back to ringing for an appointment. Phone calls answered quicker.
* Waiting at reception in the queue is not confidential for customers.