**Family and Friends Test**

**Results – March 2023**

11 patients completed the Family and Friends Test during March 2023, and the results can be found below.

* **How likely are you to recommend our GP Practice to family and friends if they needed similar care or treatment?**

|  |  |
| --- | --- |
| Very Good | 7 |
| Good | 2 |
| Neither good nor poor | 1 |
| Poor | 0 |
| Very Poor | 1 |
| Don’t know | 0 |

* **Are you?**

|  |  |
| --- | --- |
| Male | 5 |
| Female | 6 |
| Non-Binary | 0 |
| Prefer not to say | 0 |

* **Please indicate your age group.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Under 16 | 0 | 35-44 | 4 | 65-74 | 2 |
| 16-24 | 0 | 45-54 | 0 | 75-84 | 2 |
| 25-34 | 0 | 55-64 | 3 | 85+ | 0 |

* **Which of the following best describes your ethnic origin?**

|  |  |
| --- | --- |
| **White** | |
| British | 11 |
| Cornish | 0 |
| Irish | 0 |
| Other White Background | 0 |

|  |  |
| --- | --- |
| **Asian or Asian British** | |
| Indian | 0 |
| Pakistani | 0 |
| Bangladeshi | 0 |
| Chinese | 0 |
| Other Asian Background | 0 |

|  |  |
| --- | --- |
| **Mixed** | |
| White and Black Caribbean | 0 |
| White and Black African | 0 |
| White and Asian | 0 |
| Other Mixed Background | 0 |

|  |  |
| --- | --- |
| **Black or Black British** | |
| Caribbean | 0 |
| African | 0 |
| Other Black Background | 0 |

|  |  |
| --- | --- |
| **Other** | |
| Other | 0 |
| Rather not say | 0 |

* **Please tell us anything we could have done better.**

***Comments received include:***

* *Excellent Service. Thank you.*
* *I think you are all doing a wonderful job in taking care of us. Thank you all.*
* *Nothing, the doctor was great.*
* *We’re very fortunate to have skilled and empathetic doctors available at short notice (same day appt). I’m able to have consistency of care by seeing the same doctor again, and my experience of being listened to and validated is singularly positive.*
* *Not at all. The GP (Dr Hopkins)I spoke to was excellent. She was understanding and empathic. The only issue that I have is being able to make an appointment.*

**Overall, the results received in March were excellent and we would like to take this opportunity to thank all those that took the time to participate.**

**All feedback received will be passed to our Patient Participation Group for discussion and review.**