

ST AGNES SURGERY

FAMILY AND FRIENDS TEST

Results August 2016

We are taking part in the National Family and Friends Test and will be asking the following questions of our patients both in the surgery and online.

38 Patients completed the Family and Friends Test and the results are below

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

Extremely likely	[26]
Likely	[8]
Neither Likely or unlikely	[2]
Unlikely	[0]
Extremely Unlikely	[0]
Don't know as 1 st Trip	[2]

Age Range:

0-15	= 0
16-24	= 0
25-34	= 3
35-44	= 5
45-54	= 6
55-64	= 9
65-74	= 9
74-84	= 4
85+	= 2

If we could change one thing about your care or treatment to improve your experience, what would it be?

Hard to see the same doctor and had problem getting an appointment. Do not like the appointment system. Most patients questioned stated that the service received is excellent.