

# ST AGNES SURGERY

## FAMILY AND FRIENDS TEST

### Results July 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.

31 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	[ 24 ]
Likely	[ 3 ]
Neither Likely or unlikely	[ 2 ]
Unlikely	[ 1 ]
Extremely Unlikely	[ 1 ]

#### **Age Range:**

0-15 = 3

16-24 = 0

25-34 = 3

35-44 = 0

45-54 = 6

55-64 = 4

65-74 = 8

74-84 = 7

85+ = 0

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

Difficult to get an appointment and no continuity

Issue with the online prescription service

Excellent in comparison with previous experience elsewhere.

Quick, efficient and always happy to help