

ST AGNES SURGERY

FAMILY AND FRIENDS TEST

Results September 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	[28]
Likely	[5]
Neither Likely or unlikely	[0]
Unlikely	[0]
Extremely Unlikely	[0]
Don't know as 1 st Trip	[0]

Age Range:

0-15 = 1

16-24 = 1

25-34 = 5

35-44 = 2

45-54 = 1

55-64= 5

65-74 =10

74-84 = 5

85+ = 4

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

All staff found to be obliging. Several patients commented on thoroughness and caring of new lady Doctor. 2 patients commented on how difficult it is to get an appointment at 08:30 in the morning.