**Family and Friends Test**

**Results – June 2023**

15 patients completed the Family and Friends Test during June 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 | 13 |
| Good | 0 |
| Neither good nor poor | 0 |
| Poor | 2 |
| Very Poor | 0 |
| Don’t know | 0 |

* **Are you?**

|  |  |
| --- | --- |
| Male | 4 |
| Female | 11 |
| Non-Binary | 0 |
| Prefer not to say | 0 |

* **Please indicate your age group.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Under 16 | 0 | 35-44 | 1 | 65-74 | 2 |
| 16-24 | 0 | 45-54 | 3 | 75-84 | 5 |
| 25-34 | 2 | 55-64 | 1 | 85+ | 1 |

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

|  |
| --- |
| **White** |
| British | 6 |
| Cornish | 9 |
| 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 are:**

* *Nothing - all was fine.*
* *I have always received superlative help and advice at St Agnes Surgery above expectations so I cannot think of any improvement, thank you.*
* *You can’t stop waiting time unfortunately some people have to take up more of the doctors time, so we all need to be patient.*
* *Excellent service*
* *Waited one hour past my appointment time doc asked what was wrong I said I've got several problems answer we can only do 2, brilliant after waiting so long.*
* *The “you must phone at 8.30” even if you don’t require a same day appointment is unworkable for those of us that begin work at 8am and work 5 days a week. It adds enormous stress to those of us who don’t use the doctors often and are therefore put off booking things like smear tests or anything that isn’t absolutely urgent because we can’t!! Once through the draconian system the service is excellent though..*

**Overall, the results received in June 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.**