

Patient Feedback

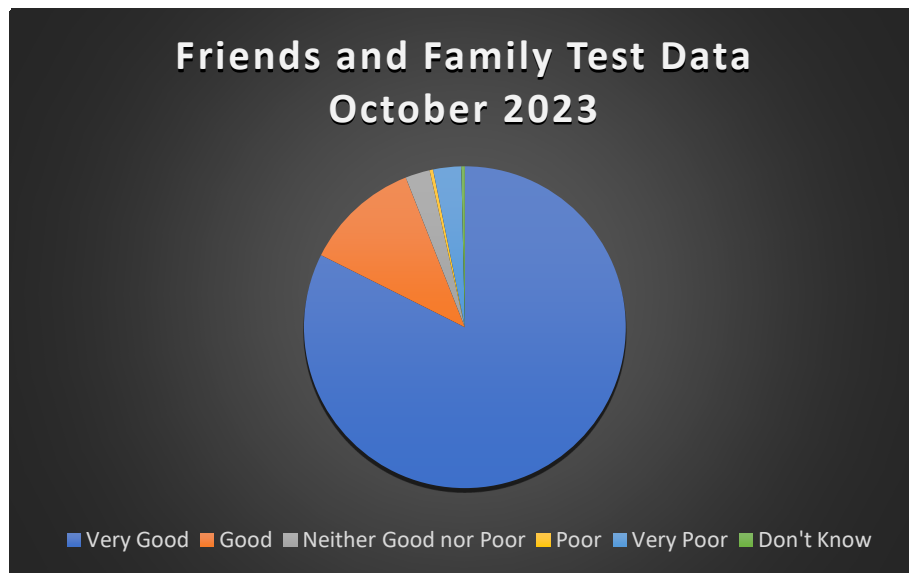
October 2023

We ask our patients for feedback through the Friends and Family Test, which asks them to rate their experience as Very Good, Good, Neither Good nor Poor, Poor or Very Poor. They can also detail why they gave the rating and what we could have done better.

We had **284** responses in October 2023

| Response | Quantity | As a Percentage |
|-----------------------|----------|-----------------|
| Very Good | 284 | 82.39% |
| Good | 33 | 11.62% |
| Neither Good nor Poor | 7 | 2.46% |
| Poor | 1 | 0.35% |
| Very Poor | 8 | 2.82% |
| Don't Know | 1 | 0.35% |

This means that **94.01%** gave a positive response of Very Good or Good about their experience as a patient with our Surgery.
Thank you to all our staff for their hard work and patient care.



All responses of Poor or Very Poor along with the detailed feedback will be considered by the Practice and changes made, where appropriate and feasible.

We apologise to all patients who felt they didn't get the service they hoped for.