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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **THE NHS FRIENDS AND FAMILY TEST**  We would like you to think about your recent experience of our service.  How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Extremely**  **Likely** | **Likely** | **Neither likely or unlikely** | **Unlikely** | **Extremely Unlikely** | **Don’t Know** | |  |  |  |  |  |  | | **Comments:** | | | | | |   Are you?  the patient  the parent or carer  the patient and parent/carer  **Thank you for completing the questionnaire and providing us with feedback to improve our services.**  **Please post in the RED post box located in the waiting area, directly opposite Reception** |

RESULTS:

|  |  |  |
| --- | --- | --- |
| **Month & Year** | **Responses** | **Comments Received** |
| April 2019 | No questionnaires returned |  |
| May 2019 | No questionnaires returned |  |
| June 2019 | 3 questionnaires returned:  66% = Extremely Likely  34% = Extremely Unlikely | * Staff polite & helpful * Pleasure to attend * Pride to the NHS * You can never get an appointment |
| July 2019 | 9 questionnaires returned:  89% = Extremely Likely  11% = Unlikely | * If you are ill or in pain the staff always try to fit you in immediately * Always polite and helpful, friendly & informative – a pride to all in the Practice * Best Practice in Sefton * Always polite and helpful – a pleasure to be seen * Sometimes have difficulty getting an appointment but always satisfied with the care and treatment * Need a fan in the nurses room – very hot ! * Very Helpful – “Thanks” * All staff and doctors extremely helpful, nice and understanding |