

The Old School Surgery ~ Friends & Family Test

April 2017

The number of responses to the Friends & Family Test question:-

How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?

6	Number of Responses
83%	Extremely likely
7124	Practice List Size

Responses were received via the following methods:-

83%	Website
17%	Paper Questionnaire

COMMENTS:-

Would like to have a Diabetic Nurse at the surgery. Apart from this all of the people do a very good job
Getting an appointment when you want one
Better Receptionist service
The online repeat prescription ordering facility is appalling

Number of Responses

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
Handwritten	1	0	0	0	0	0	1
Website	3	1	0	1	0	0	5
Total	4	1	0	1	0	0	6

Response Category

Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know
4	1	0	1	0	0
5 = 83%					

Collection Method

Handwritten	Website
17%	83%