

# The Old School Surgery ~ Friends & Family Test

## August 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?

36	Number of Responses
92%	Extremely likely
7253	Practice List Size

Responses were received via the following methods:-

8%	Website
92%	Paper Questionnaire

### COMMENTS:-

Good listening staff with polite response and at the surgery the doctors are polite to answer the patient with a good smile on their face and might like to see that doctor again the most prefer able doctor at the surgery was doctor she was friendly and polite with a good smile on her face.
Pharmacy, attempt to save money understandably, but halving a table is difficult
Appointments
Difficult to get through to, rarely appointments available, often running behind causing long waits
Increase amount of daily appointments
Not being late
Run on time
More appointments
More friendlier faces when you approach the desk
Helpful, good call back service
Nice and easy to get too
Minor surgery wait list reduced
Non
Waiting time
Faster appointment times
Easier to get appointments
Take appointment on phone take very long
Phone calls to be answered quicker between 8am and 8.30am
Door into reception needs to open electronically

### Number of Responses

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
<b>Handwritten</b>	23	7	1	2	0	0	33
<b>Website</b>	3	0	0	0	0	0	3
<b>Total</b>	26	7	1	2	0	0	36

### Response Category

Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
26	7	1	2	0	0
33 = 92%					

### Collection Method

Handwritten	Website
92%	88%

