

The Old School Surgery ~ Friends & Family Test September 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?

14	Number of Responses
86%	Extremely likely
7263	Practice List Size

Responses were received via the following methods:-

29%	Website
71%	Paper Questionnaire

COMMENTS:-

Reception, booking appointments, telephone answering, stop putting people on hold for long lengths of time. It has become extremely frustrating when one has to get through to the surgery and is left waiting and waiting then when phone is answered you are told to hold the line!! Not good enough
Emergency Appointments
Sadly Dispensary something is not quite right
Brilliant surgery, I love it :-)

Number of Responses

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
Handwritten	7	3	0	0	0	0	10
Website	2	0	2	0	0	0	4
Total	9	3	2	0	0	0	14

Response Category

Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know
9	3	2	0	0	0
12 = 86%					

Collection Method

Handwritten	Website
71%	29%