

Patient Feedback and Suggestions

We have now implemented the NHS Friends and Family feedback system. This involves asking patients the following question (which has been set by NHS England):

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 need similar care or treatment?

- *Extremely likely*
- *Likely*
- *Neither likely nor unlikely*
- *Unlikely*
- *Extremely unlikely*
- *Don't Know*

There is also a second question which may change from time to time as we can choose this question ourselves. It is likely to depend on things happening in the practice or may be something suggested by our Patient Participation group.

Patients are welcome to fill in one of these surveys every time they visit the Health Centre for an appointment of any type. The clinicians have copies of in their rooms and they are available in reception. There is a box for completed surveys in reception.

The survey will be available via our Website very soon.

The feedback can be given anonymously or you can add your name and address so that if we need further information we can contact you. However this may not always be possible due to the volume of responses.

We would like to thank our patients in advance for taking part in this survey and look forward to seeing the results and using them to improve our service to all patients.