

**THE NHS FRIENDS AND FAMILY TEST**

When we asked patients about their recent experience of our service and how likely they would be to recommend our GP practice to friends and family if they needed similar care or treatment?

**BELOW IS THE FEEDBACK FROM PATIENTS – OCTOBER 2019 TO JANUARY 2020**

**WE WILL BE UPDATING THIS ON A MONTHLY BASIS**

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| **Extremely Likely** | **Likely** | **Neither likely**  **or unlikely** | | **Unlikely** | | **Extremely Unlikely** | | **Don’t Know** | |
| **29** | **2** | **1** | | **0** | | **3** | | **4** | |
| **☺ ------------------------ ☹** | | | | | | | | **?** | |

**Summary of latest reviews:**

* **Dr Cargill is brilliant. In fact this surgery is wonderful. To be able to see a GP is so important. THANK YOU.**
* **Easy to get appointments same or next day. Friendly approachable doctors who are good listeners and take what I say seriously. Clean, hygienic surgery.**
* **First contact via reception always good. People are professional, approachable and respectful.**
* **Never have to wait more than two days for an appointment.**
* **Care is excellent and I have never had a poor or unacceptable response to my symptoms. Thank you always.**
* **Best medical practice in Kingston**

Y**our feedback means a lot to us and we take all your comments very seriously and discuss, on a regular basis, how we can improve our services to you, based on your suggestions:**

* **Ongoing training for our receptionists**
* **Our appointment system usually works well but there are occasions when our patients may have a longer wait to see a doctor and this happens particularly if one of our regular doctors is away. We are aware of this situation and are working on ways to alleviate this.**

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