

**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 – JANUARY 2017**

**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** | |
| **28** | **2** | **1** | | **0** | | **2** | | **3** | |
| **☺ ------------------------ ☹** | | | | | | | | **?** | |

**Summary of latest reviews:**

* **A big thank you to everyone at St Albans Medical Centre, especially Dr Urbaniak. The most professional and friendly surgery I have ever visited.**
* **Car parking is a big issue!**
* **Very helpful and supportive – booked an appointment straight away before the end of surgery to support my elderly mother-in law. Thank you for your support and friendly approach.**
* **Fantastic, efficient help received today. I called with a problem and received a call from a doctor within 15 minutes to make a management plan. Many thanks to reception staff and Dr Parrish for such good treatment.**

**Your 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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