**Family and Friends Test**

**Results – August 2023**

30 patients completed the Family and Friends Test during August 2023, and the results can be found below.

* **How likely are you to recommend our GP Practice to family and friends if they needed similar care or treatment?**

|  |  |
| --- | --- |
| Very Good | 29 |
| Good | 0 |
| Neither good nor poor | 1 |
| Poor | 0 |
| Very Poor | 0 |
| Don’t know | 0 |

* **Are you?**

|  |  |
| --- | --- |
| Male | 10 |
| Female | 20 |
| Non-Binary | 0 |
| Prefer not to say | 0 |

* **Please indicate your age group.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Under 16 | 0 | 35-44 | 5 | 65-74 | 4 |
| 16-24 | 0 | 45-54 | 3 | 75-84 | 5 |
| 25-34 | 12 | 55-64 | 1 | 85+ | 0 |

* **Which of the following best describes your ethnic origin?**

|  |
| --- |
| **White** |
| British | 14 |
| Cornish | 16 |
| Irish | 0 |
| Other White Background | 0 |

|  |
| --- |
| **Asian or Asian British** |
| Indian | 0 |
| Pakistani | 0 |
| Bangladeshi | 0 |
| Chinese | 0 |
| Other Asian Background | 0 |

|  |
| --- |
| **Mixed** |
| White and Black Caribbean | 0 |
| White and Black African | 0 |
| White and Asian | 0 |
| Other Mixed Background | 0 |

|  |
| --- |
| **Black or Black British** |
| Caribbean | 0 |
| African | 0 |
| Other Black Background | 0 |

|  |
| --- |
| **Other** |
| Other | 0 |
| Rather not say | 0 |

* **Please tell us anything we could have done better.**

**Comments Received are:**

* *All good.*
* *Can’t think of anything- was really impressed with the service I received- Thank you.*
* *Would like the GP to make the follow-up appointment whilst the patient is in the room, instead of having to phone at 08:30 on the day to try and get an appointment.*
* *Frustrated with the amount of same day appointments available, put nothing to book within the next 5 days.*

*We are currently reviewing our appointment system and are looking at implementing a “GP Review Clinic” which the clinician can book straight into when necessary.*

*We have opened more appointments up for online booking, which has helped patients wanting an appointment later in the week.*

**Overall, the results received in August were excellent and we would like to take this opportunity to thank all those that took the time to participate.**

**All feedback received will be passed to our Patient Participation Group for discussion and review.**