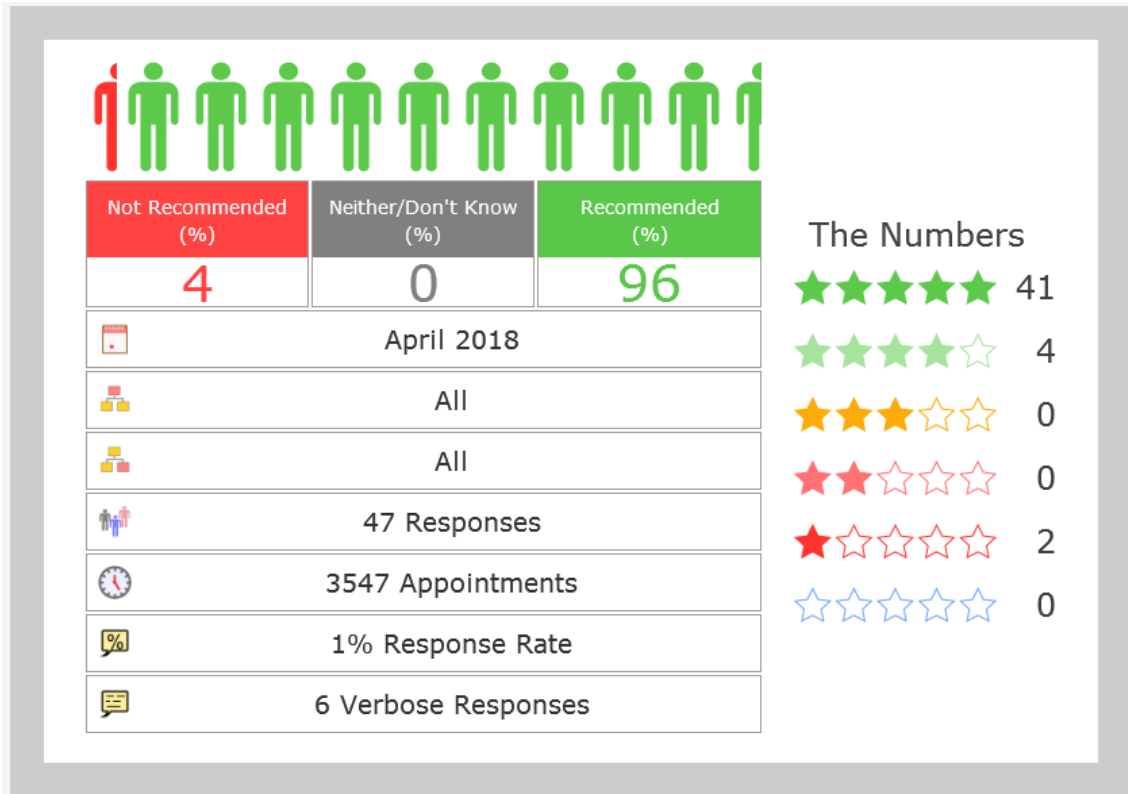


# The NHS Friends and Family Test

## RESULTS

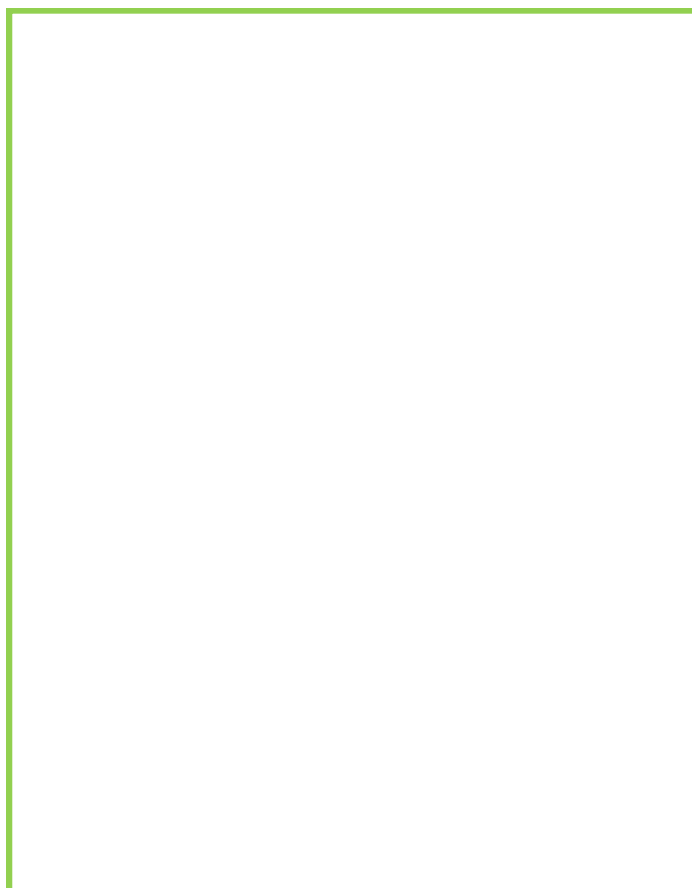


April 2018



**PATIENT FEEDBACK** - please see below a selection of comments overall

### POSITIVE & NEGATIVE



- The length of waiting time for non urgent appointments. Although it's not urgent it's still important enough to need to see a doctor.
-

# FEEDBACK FROM THE RICHMOND HILL PRACTICE

Richmond Hill Practice prides itself on delivering a high standard of professional medical care for all the family. Your physical and mental wellbeing is our priority and we aim to achieve this at all times with dignity and respect.

We encourage positive & negative feedback from patients as we want to offer the best services possible and make your experience as good as it could be. Unfortunately, we will get a few negative comments but for us as a practice, this will help us to improve the service we offer to you.

Within a doctors am or pm surgery, there are both routine and emergency appointments so sometimes you will have to wait to see the doctor. Unfortunately, the doctor wont cut a consultation short if the patient is in need of extra time, especially for an emergency appointment. Staff will always try and tell everyone the doctor is running late.