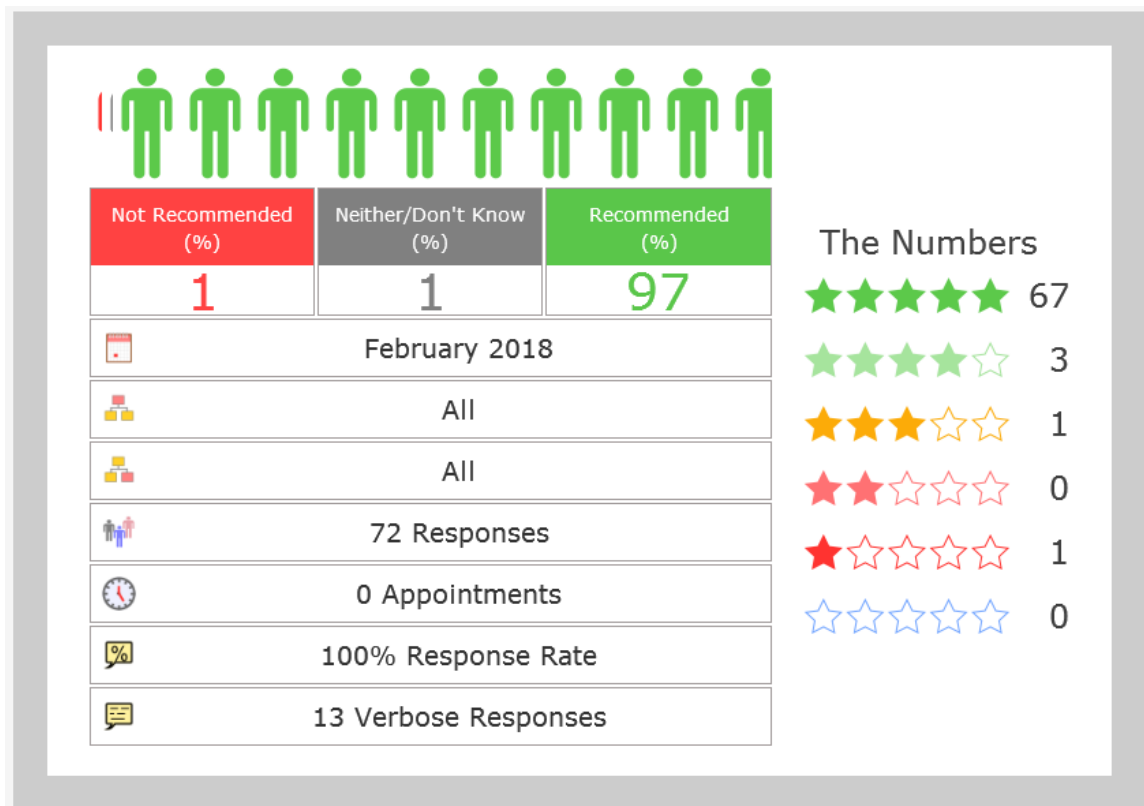


The NHS Friends and Family Test

RESULTS



February 2018



PATIENT FEEDBACK - please see below a selection of comments overall

POSITIVE & NEGATIVE

- This practice and all the doctors and staff since 1974 have looked after my family and since 1991 when my health went down hill you all have been brilliant and for the last 15yrs you have looked after my wife of 50yrs brilliantly during a very poorly health there is an old saying if it is not broken it don't need fixing.
- Nothing but praise from all my family thank you all.
- I don't think you can improve on what is an excellent service in every way.
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- More leaflets/reading material in the waiting room & free WiFi
- Coffee machine and play area for children
- To see the same Dr each time if possible

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.

We already have a handful of assorted magazines on our rack which is updated on a monthly basis. We are currently sorting the wifi out and this should be working properly by the end of August.

Unfortunatlet, due to health and safety we are not allowed to have a coffee machine.