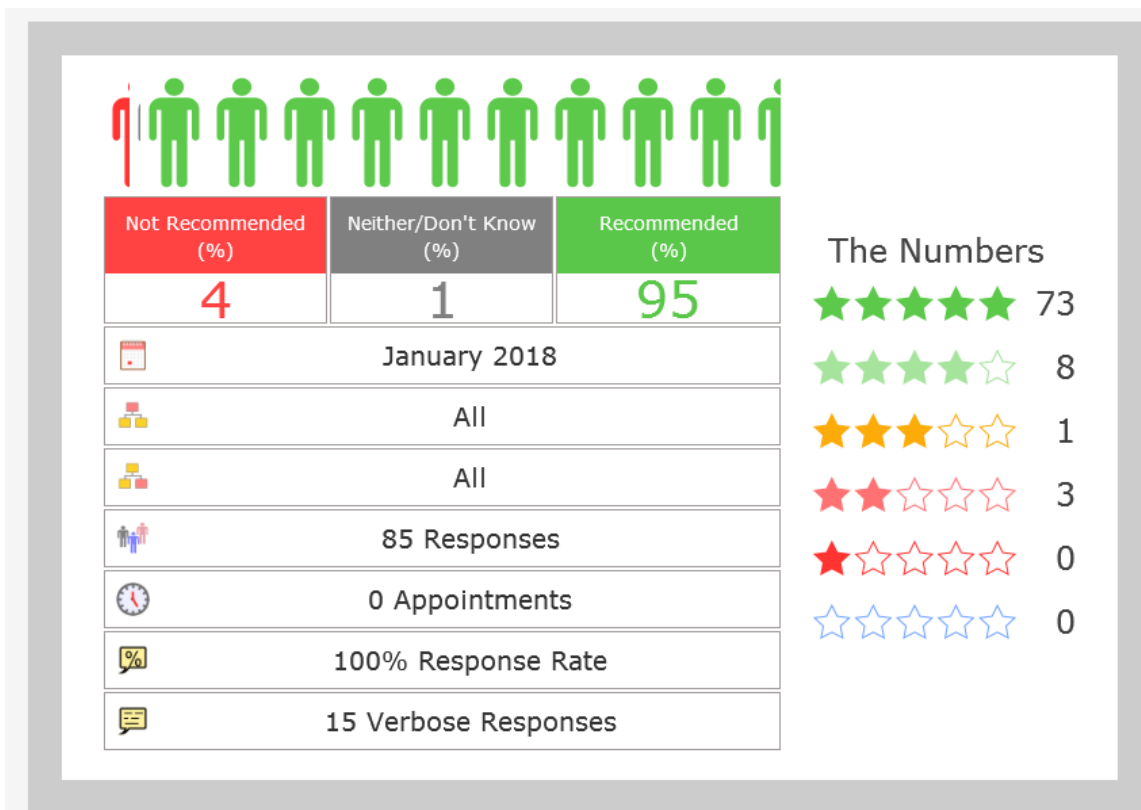


The NHS Friends and Family Test

RESULTS



January 2018



PATIENT FEEDBACK - please see below a selection of comments overall

POSITIVE & NEGATIVE

- I'm very happy with them, i understand that sometimes i have 2 wait but doctors are very busy and try their best with their patients, I've always been listened too and treated with respect, I've never felt like i was a burden and rushed. So yes I'm happy with my doctors.
- Saw a helpful understanding GP, BEFORE my appointment time.
- There isn't anything I would change.... my first appointment with you was virtually spot on time and very pleased with the consultation.
- Fantastic team at Richmond Hill, thank you!
-

- Get a coffee machine.
- Earlier morning or later evening appointments

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.

Unfortunately, we are not allowed a coffee machine due to Health & Safety.