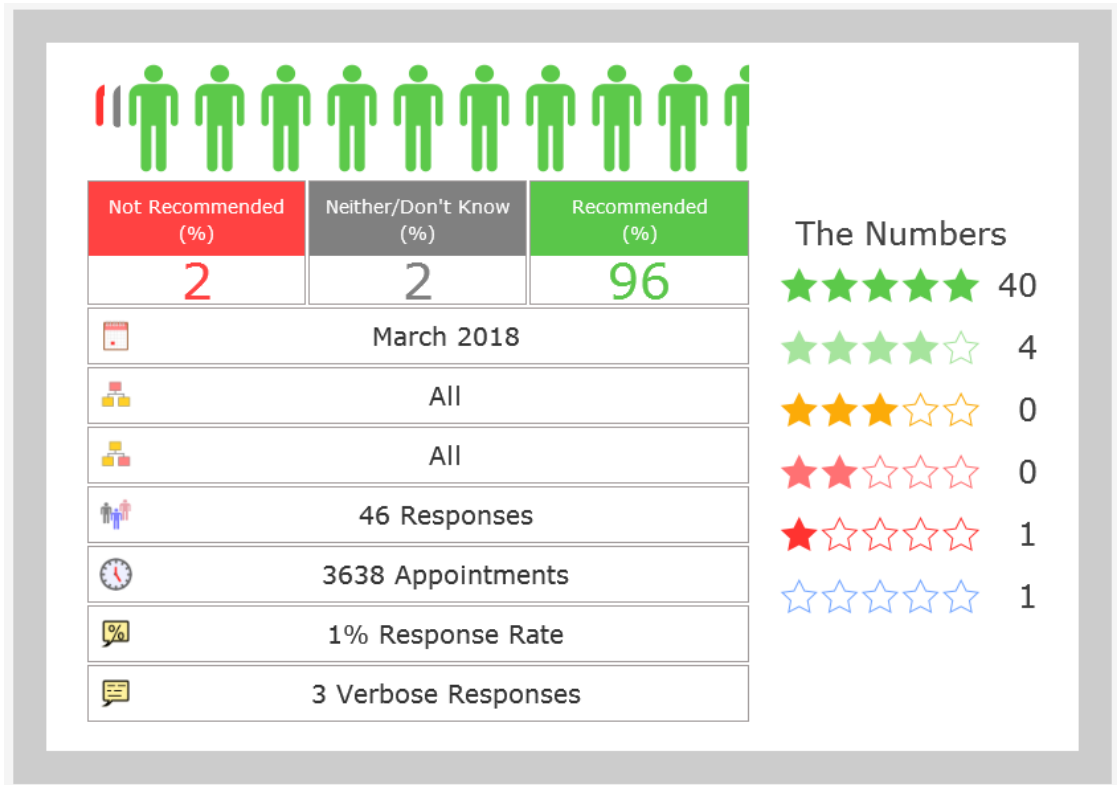


The NHS Friends and Family Test

RESULTS



March 2018



PATIENT FEEDBACK - please see below a selection of comments overall

POSITIVE & NEGATIVE

- The doctor was super and everything dealt with superbly

- Longer than 10 minute appointment so to help the gp and the patients

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 can not allocate any more time to see a Gp. If you need longer we advise you book a double appointment.