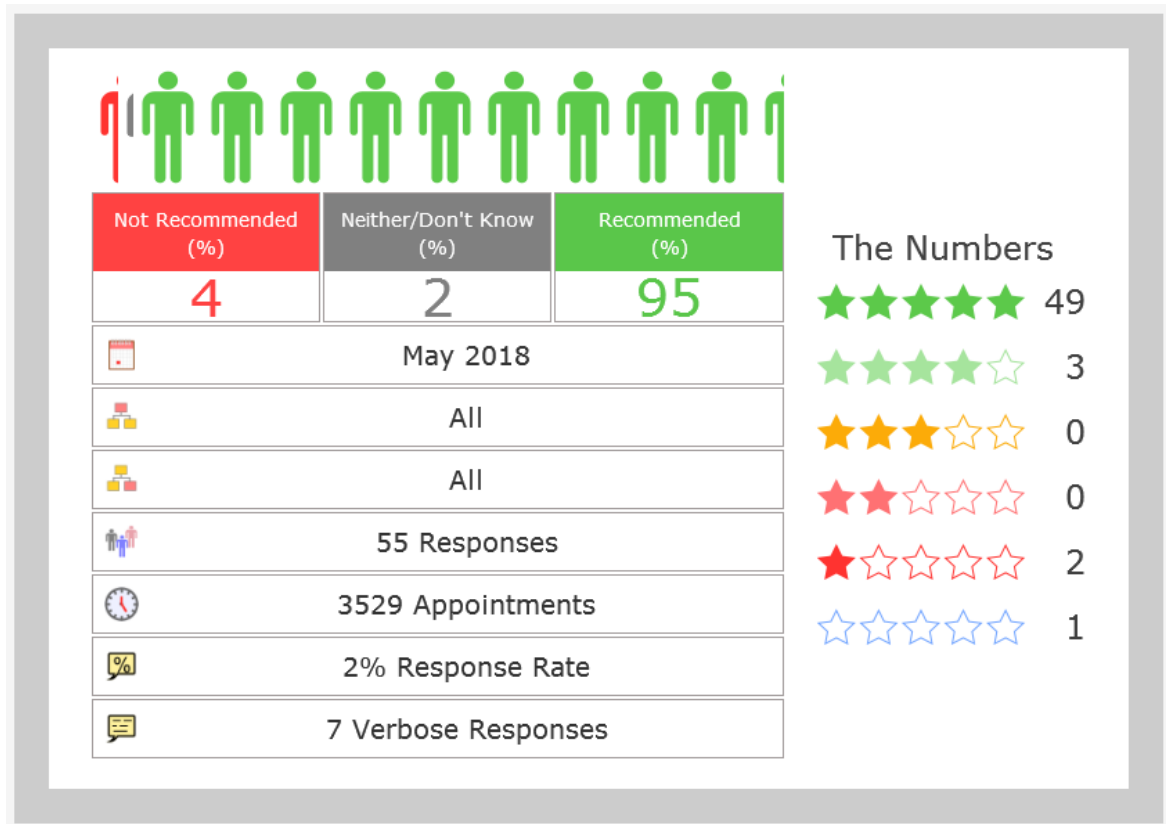


# The NHS Friends and Family Test

## RESULTS



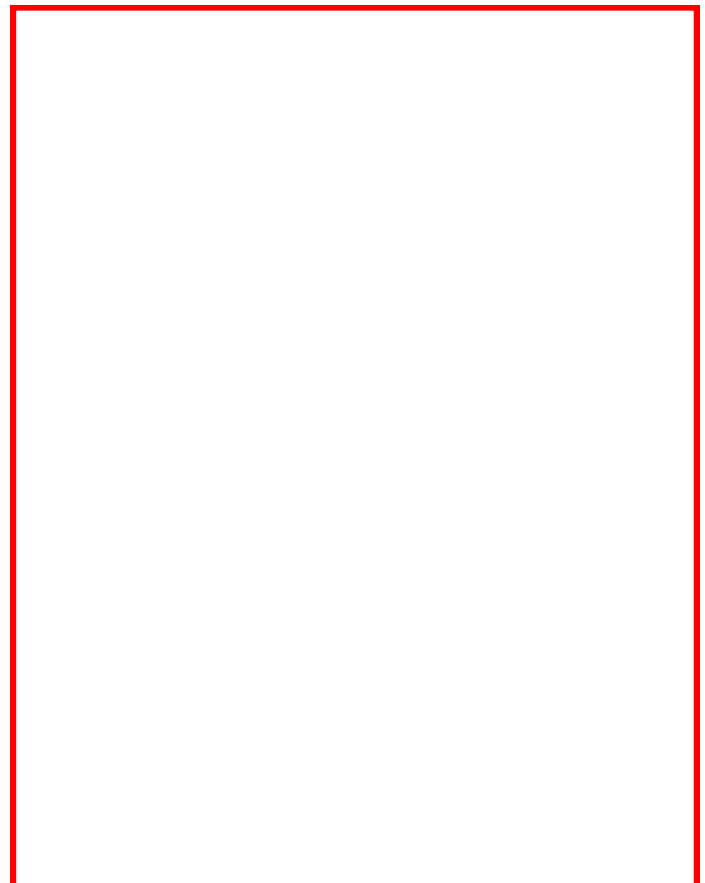
May



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

### POSITIVE & NEGATIVE

- Nothing, myself and my partner are very satisfied with the doctors.
- Nothing, you were recommended to us and we are very impressed.
- Wouldn't change anything, my doctors and staff are without doubt the finest.
- I was very satisfied with the assessment given by Sister Wright



# 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.