

Friends and Family Test

From 1st December 2014, practices are being asked to undertake the Friends and Family Test and report the results to NHS England. It provides patients with the opportunity to give feedback on their experience in the hope that it can be used to improve services.

The test will run continuously and will ask patients if they would recommend their GP practice to friends and family, based on the service they received. There is also an additional question which allows patients to provide feedback in more detail, should they wish.

Feedback can be given even if you have not received a consultation. For example, you may have telephoned the practice, received a home visit or collected a prescription or other information from us.

If you would like to provide us with feedback on the service you have received, please pick up the survey card, which can be found in the waiting room at the surgery, and once completed, pop it in the box next to the reception window.

We will collate the results monthly and provide a summary of what our patients said, and of the work we are doing to improve services.

The survey is anonymous and registered patients can provide feedback as many times as they like.