

## BETTS AVENUE MEDICAL CENTRE

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# FRIENDS AND FAMILY TEST

## RESULTS DECEMBER 2014

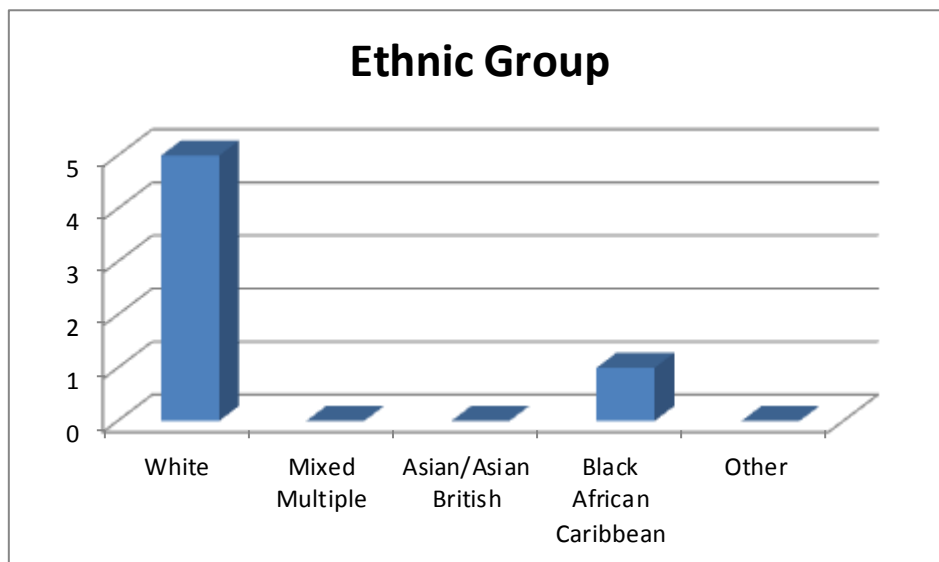
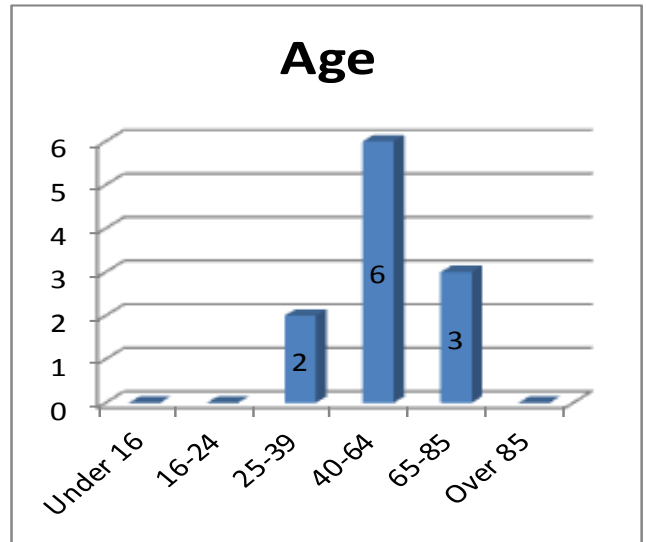
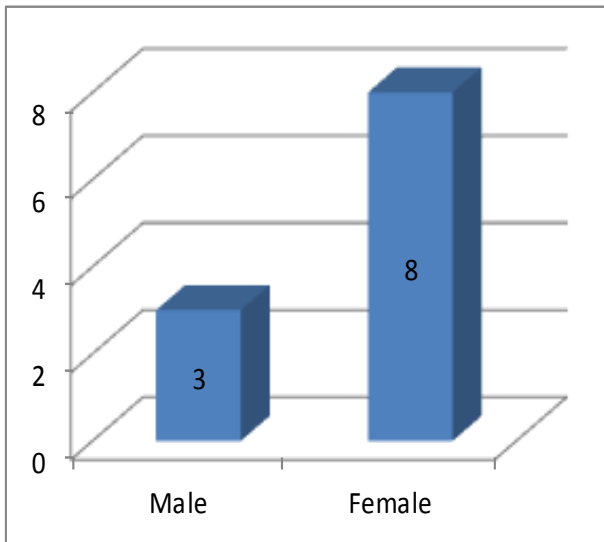
In December 2014 GP Surgeries had to offer the Friends and Family Test Questionnaire to all patients and have to report the results each month.

These are the results of questionnaires received at the surgery during December 2014.

The practice received 13 completed questionnaires.



## PATIENT DEMOGRAPHICS



Not all patients completed the demographics section of the questionnaire.

# PATIENT COMMENTS

I have been at the practice since I was a child and always been excellent

Excellent Immediate Service compared with others I know in other practices, "they can't believe the good service I get" Well Done

Nice friendly staff

Although I busy surgery I find the staff are always friendly and helpful and I can always get an appointment within a day or two.

I have always had a good service and everyone has been very helpful

Friendly efficient reception staff. Availability of appointment times to suit various needs, flexibility and helpfulness across all the staff and GPs.

Home care ie Referral to District Nurses and Mac Millan Nurses arranged by the GP with no difficulties and very friendly and approachable service provided.

Everyone is always very friendly and professional and I always leave satisfied with my visit.

Doctors are nice, Receptionists are friendly and welcoming.

Good service, friendly staff, clean surgery, good scope services available.

Julie Wade  
Practice Manager  
January 2015