

THE NHS FRIENDS AND FAMILY TEST - RIVERSIDE

Results for the Month of February 2015

4 patients completed the questionnaire at the surgery

The responses were as follows:

1. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?"

Extremely Likely		Likely		Neither Likely or Unlikely		Unlikely		Extremely Unlikely		Don't Know	
3		0		1		0		0		0	



Thinking about your response, what is the main reason why you feel this way?

Always friendly and helpful

Friendly staff, always go out of their way to help you, know our family by name, which makes it nice

Nothing all the staff do everything they can to help

Due to reorganisation, at least one excellent doctor has been obliged to leave

2. What would you do to improve the service?

Excellent Service, nothing is too much trouble

Have the same doctor in the practice to ensure continuation of treatment for the patient's benefit