



# Cornerstone Surgery

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## Friends and Family Test October 2018

The Practice has been collecting Friends and Family Test data from patients who have used the Practice services

The Friends & Family Test can currently be completed in paper format, which is available from the Practice Reception, or online from the Practice website

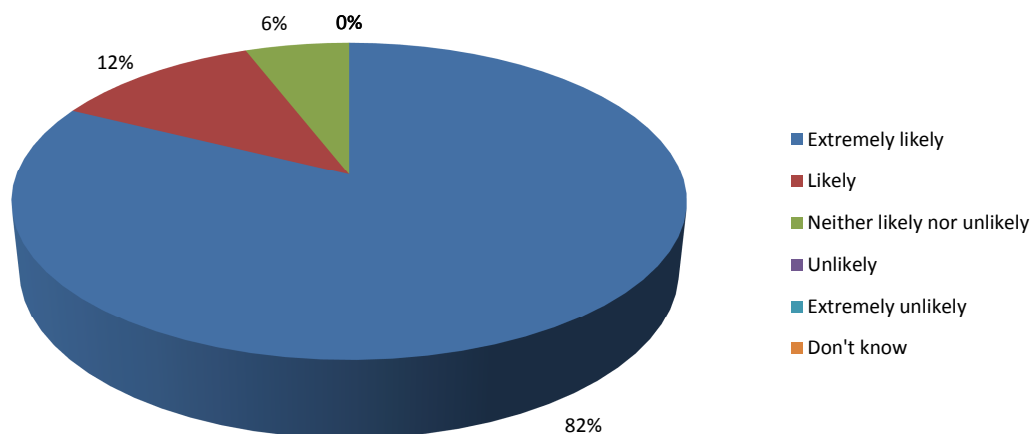
The Friends & Family Test asks one simple question:

*How likely are you to recommend our GP Practice to Friends and Family if they need similar care or treatment?*

### Breakdown of responses for October 2018

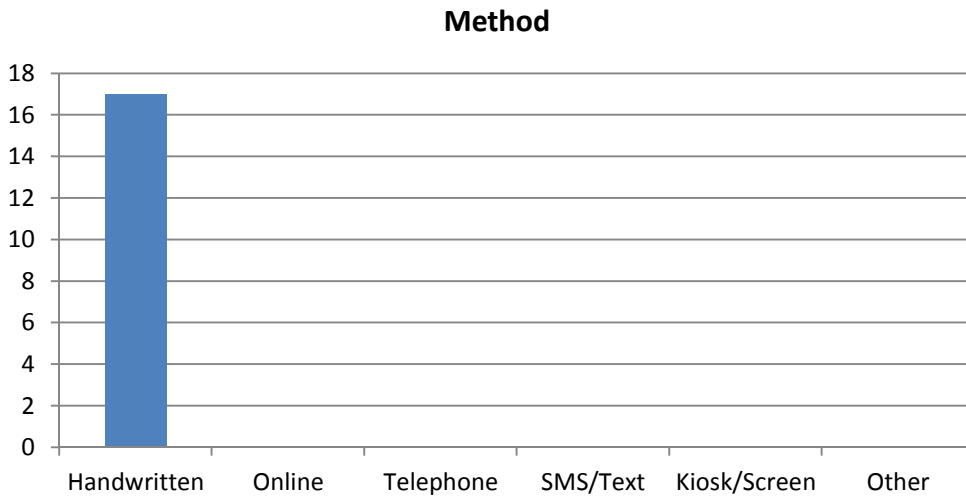
| Extremely Likely | Likely | Neither | Unlikely | Extremely Unlikely | Don't Know | Total |
|------------------|--------|---------|----------|--------------------|------------|-------|
| 14               | 2      | 1       | 0        | 0                  | 0          | 17    |

### How likely patients are to recommend the Practice

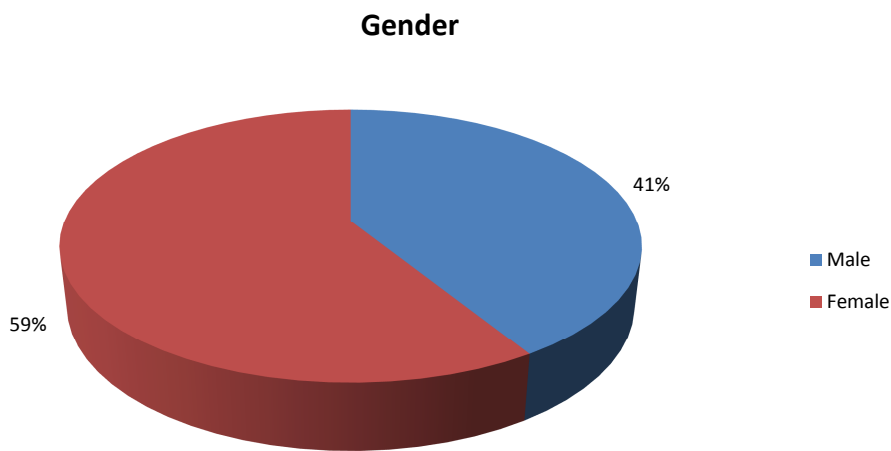


Once patients have answered the question, they can leave additional comments regarding their care and treatment should they choose to, and there are some questions to provide basic information about the patient

Breakdown of method used to complete the Friends & Family Test:

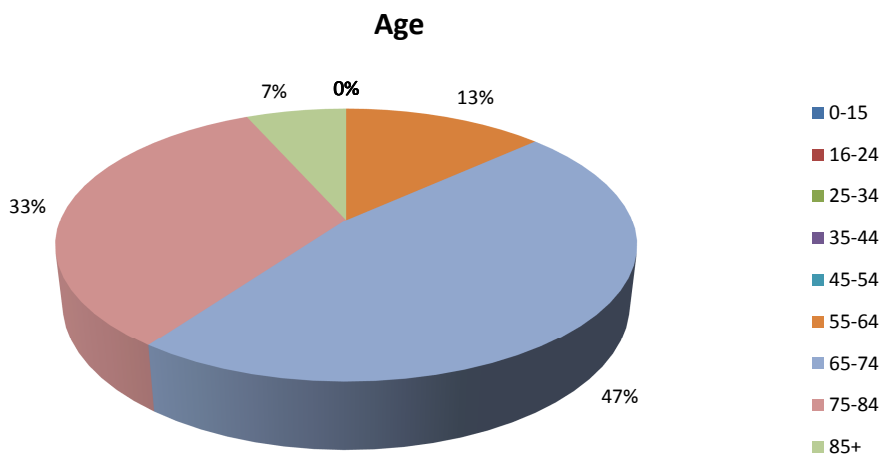


Breakdown of patients, by gender, who completed the Friends & Family Test:



Breakdown of patients, by age, who completed the Friends & Family Test:

| 0-15 | 16-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75-84 | 85+ |
|------|-------|-------|-------|-------|-------|-------|-------|-----|
| 0    | 0     | 0     | 0     | 0     | 2     | 7     | 5     | 1   |



The following are the additional comments made under the various categories:

**Extremely Likely**

- I have had nothing but satisfaction from this surgery
- Thoughtful compassionate and excellent doctors
- Very friendly doctors
- Always make you feel welcome
- Caring doctors, helpful, friendly staff
- Having had excellent treatment & care, I have no other thoughts than to feel well looked after by great doctors
- Doctors always listen, always allow enough time. Staff helpful and courteous
- It is excellent surgery and wonderful doctors & staff
- Wonderful care by doctors and staff

**Likely**

**Neither Likely nor Unlikely**

**Unlikely**

**Extremely Unlikely**

**Don't Know**