

Orchard Court

FRIENDS AND FAMILY TEST – Monthly Feedback – **JANUARY** 2015

You've been giving us feedback on your care and treatment. We asked you –

Question 1 – How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?

Number of responses	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
37	34	2	1	0	0	0
Comments - We think this doctors is very friendly, we have never had any problems. / Can always get in to see a GP quickly / you always get a nice smile from all the staff / Ease of booking is very helpful / Keep up the good work despite difficulties in the NHS / Orchard Court provides a friendly, efficient, caring service.						

Question 2 –If we could change one thing about your care or treatment to improve your experience at Orchard Court, what would it be?

Comments - Wouldn't change anything / nothing as extremely helpful / very satisfied with my treatment / it's as good as it gets / Less waiting time if possible / I get A1 treatment from my doctor

These results are posted on the Practice Website and in the waiting room every month.