

# **Friends & Family Test - Latest Results**

**You've been giving us feedback on your care and treatment.**

**In November 2015, you told us:**

## **YOU ARE:**

**"Service is excellent"**

**"Very happy so far with all aspects of care"**

## **YOU WOULD LIKE:**

**"Better communication with different groups of people"**

## **YOU HAVE ISSUES WITH:**

**There were no issues reported this month.**

## **We're listening and this is what we're doing:**

We would like to improve our communication and will discuss this at our patient participation group meeting in January. We are currently looking at our website and social media pages to improve the information available and are looking to publish a newsletter early 2016. If there is anything specific that you feel should be available please discuss this with our reception team who will be happy to take your ideas forward.

**All positive and constructive feedback is welcome!**

**All responses are reported back to the practice staff and discussed at our Patient Participation Group Meetings. Our next meeting is in January 2016 – date to be confirmed.**

**All patients are welcome to attend.**

**Having your say helps to improve care for everyone so please keep putting us to the test by giving us your feedback each time you use our services.**