

### **Palfrey Health Centre - Friends and Family Results (January/2015 - January/2020)**

The **Friends and Family Test** is being run on a monthly basis in the surgery. We are asking for your feedback on the services we provide, using hard copy questionnaires available from reception and the Patient Arrival System.

Below are the results for the months of (January 15 - Jan 20).

The round graphs on the left side show how you responded to the first question:

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

The bar charts on the right side show how you responded to the follow up question:

**"Please tell us the main reason for selecting your statement?"**

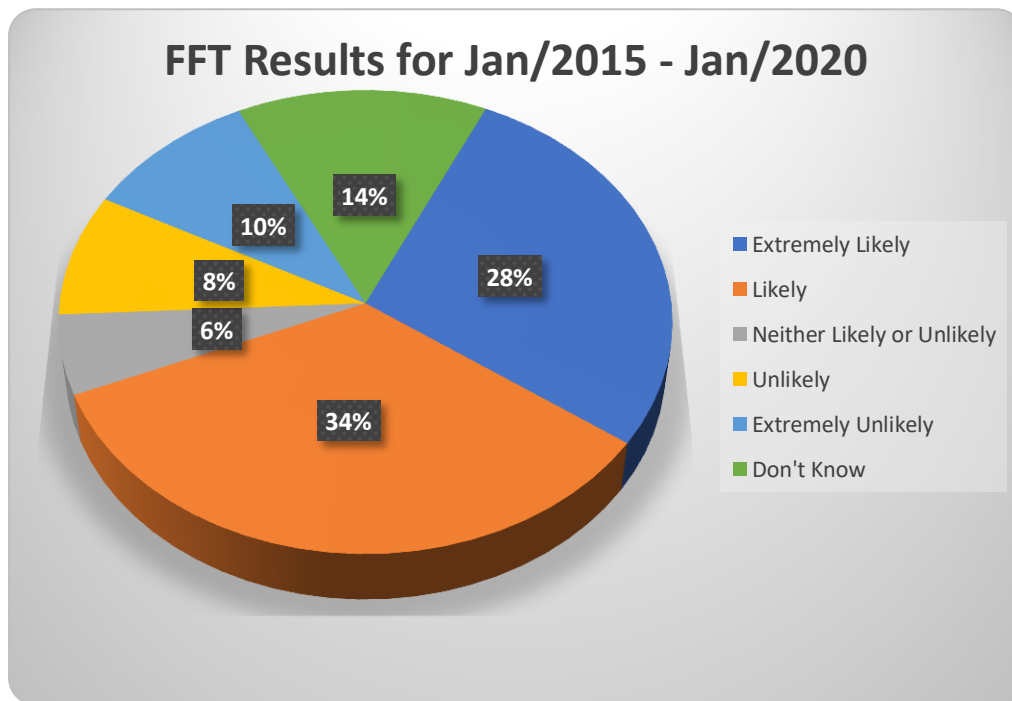
We have reviewed your comments and put them into one [or more] of six patient experience areas [e.g. dignity, access, clinical quality etc.]

We have also tried to identify if your comment was positive or negative (see graphical representation).

Your comments will be reviewed in more detail on an ongoing basis to see if we can improve the service we offer to you.

	First Question	Followup Question
Number of Responses	434	79

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
Number of Responses	121	147	24	37	43	62



	Respect/Dignity/Attitude	Patient Centered/Responsive	Coordinated/Continuity	Access (Appt/IT/Reception)	Clinical Quality	Environment (Facilities)
<b>Negative</b>	-2	-6	0	-11	0	0
<b>Positive</b>	35	27	2	1	3	0

