



8. Patient Feedback - Friends and Family Test

We would like you to think about your most recent experience of our services here at St. Andrew's Medical Centre.

We welcome your views about the services we provide – whether positive or negative! The NHS Friends and Family Test (FFT) is an important opportunity for you voluntarily to give quick, anonymous, feedback on the quality of the care you receive from us, giving us a better understanding of your needs and enabling improvements.

How will the results be used?

We will analyse responses regularly basis to see if any action is required. The responses to Question 1 will be used to create an overall score, which will be published on our website.

Does this replace the NHS complaints procedure or other forms of feedback?

No, this will not replace the other forms of feedback – see about OUR PATIENTS, Feedback on our website.

Please email this form to us or leave it in the box at Reception.

Thank you.

QUESTION 1					
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment? (tick one box only)					
Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know

QUESTION 2
Please can you give us a little detail as to why you answered question 1 in the way that you have?