

The Friends and Family Test results are shown on the spreadsheet on the practice web site. Click on the link on the web site to open the results.

Each month the responses from the completed questionnaires are counted and totals shown for each category of response to the question ....*How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?"* The responses can be:

Extremely likely

Likely

Neither likely nor unlikely

Unlikely

Extremely unlikely

Don't know

Each month we count the responses for each category. For example in January 2015 we have received a total of 35 responses of which 23 are Extremely likely, 8 Likely etc.

The percentage shown in red shows the percentage of responses which are within the **Extremely Likely** or **Likely** response groups

We also review the responses for each site: Westerhope, Blakelaw and Denton Road so the feedback we receive from patients regarding services at each site are recorded and reviewed. Positive comments are always valued and fed back to the staff. Constructive criticism is also valuable and helps the practice identify areas in which improvements need to be made at each site.

Thanks you for your feedback and comments.