

## FFT - Friends and Family Test Results

Every month we evaluate patient feedback from the FFT's surveys.  
Below you can see the summary of results.

### Month - April 2024

Extremely likely (Very good)	5
Likely (Good)	4
Neither likely or unlikely	1
Unlikely (Poor)	0
Extremely unlikely (Very poor)	0
Don't know	0
<b>TOTAL</b>	<b>10</b>

### Patients Comments from FFT's:

**Patient 1:** Diane was fantastic with my mum June Fairclough Thank you!

**Patient 2:** Farat and Farzana were amazing; they were very friendly and helpful.

**Patient 3:** 1<sup>st</sup> time here so it was a good experience, receptionist Farat helpful.

**Patient 4:** The services have been great since almost one year I joined the practice. Keep the great job going, because I have great experience consistently, consistency is the way to maintain great services, keep checking the experience of people to know if anything changes negatively.

**Patient 5:** From my point all good.

**Patient 6:** nothing, staff are friendly and always helping when needed.

**Patient 7:** The service is very good for my family and me.

**Patient 8:** Go back to old way of getting an appointment when calling, takes too long to get through.

**Patient 9:** An alternative to not getting an appointment on the day not hospital perhaps a partner surgery, I have had to wait on the phone for a while with no appointment referred to another partner surgery.