

Parkhill and Sherwell Valley Medical Practice

NHS Friends and Family Test

As from 1st December 2014 it is a contractual requirement that all GP practices implement this test and submit the responses to NHS England as well as publishing them locally.

The question we are obliged to ask using the following wording is:

We would like you to think about your recent experience of our service.

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

Extremely likely

Likely

Neither likely or unlikely

Unlikely

Extremely unlikely

Don't know

Please circle the response you would like to give.

We are also obliged to ask at least one follow on question which gives the opportunity to provide a free text response.

We are currently facing a national recruitment crisis in general practice which has led to a shortfall in doctors within the practice and have been allowed to close our practice list to new patients in an attempt to reduce the pressures we are under .Given these difficult circumstances do you have any feedback on our service or suggestions for improvement?

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In addition would you be interested in joining our patient participation group run by Dr Craig? (If so please leave your email contact details at reception)

Many thanks indeed for your time-we value all feedback from all patients –including children and young people, those with learning disabilities or dementia, those who are deaf or have poor vision and those whose first language is not English.

Please leave completed forms in the boxes in the waiting rooms-thank you

