

**ORCHARD SURGERY FRIENDS AND FAMILY REPORT JANUARY 2018 – MARCH 2018**

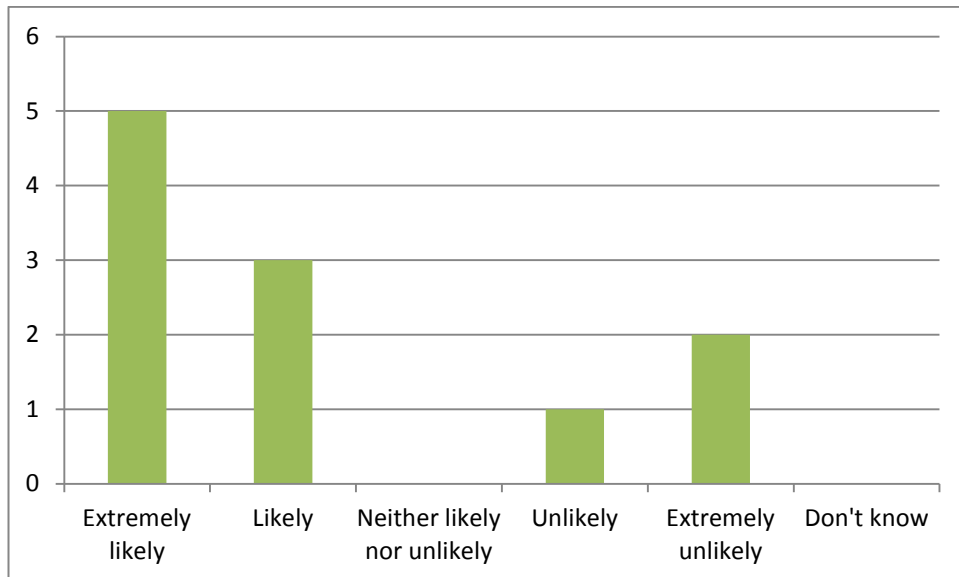


***During this period the initial question was...***

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

Due to the reduction in responses for Friends and Family reports will now be done on a quarterly basis

During this period we have received 11 responses and interestingly, and for the first time, we have received 2 x Extremely Unlikely and 1 x Unlikely in our feedback although all three were logged 'online' and there were no related comments so unfortunately I am unable to follow up any concerns.



We have changed the secondary question as follows...

**“Please can you tell us the main reason for the rating that you have given above”**

We did receive comments from all 5 patients during this period which can be summarised as follows..

*Reception team always friendly and helpful  
Excellent polite staff and extremely accommodating surgery  
Both reception and doctors are very helpful and patient  
Carpet is looking a little 'tired' in Reception area.*

***Many thanks to those of you who took time to complete the questionnaires***

**Clive Farrington  
Practice Manager  
Orchard Surgery**