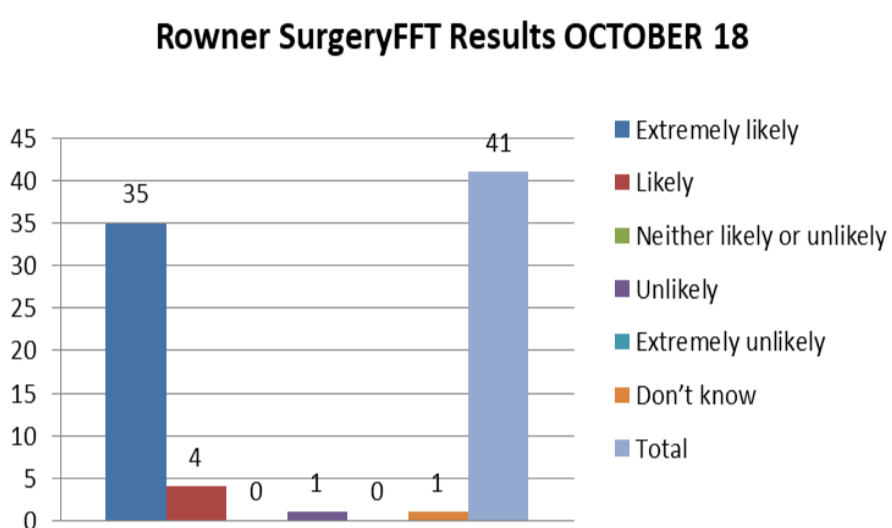
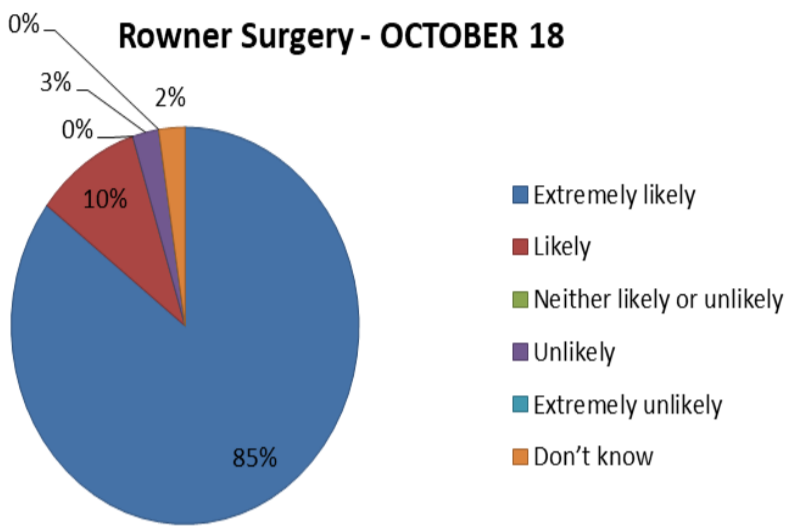


ROWNER SURGERY

Friends and Family Results

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



Summary of OCTOBER 18 patient feedback:

- * 95 % of patients would be likely or extremely likely to recommend us to their friends and family.
- * 0% were neither likely or unlikely to recommend us to their friends and family.
- * 3% were unlikely to recommend us to their friends and family.
- * 2 % did not know.
- * You found the staff reassuring and friendly.
- * You found the clinical staff brilliant.
- * You are happy with the treatment received.

OCTOBER 18 follow up comments from patients:

" *VERY HELPFUL*".

" *VERY GOOD*."

We do not share specific comments unless you have given us your consent to do so. If you are happy for us to share your specific comments here then please make sure you say you are happy for us to do this when asked on the form.

You can **give us feedback as often as you want to.....**
this is not a "one off" survey.

If you can, **please be specific** when you give us feedback. For example if we have been slow, tell us what we are slow at, so that we can really understand what you would like us to change.

YOU SAID - WE DID.

We value and welcome your feedback.

You said- We need more appointments, have you tried e-consult and Patient access?

We did - You are now able to use e-consult from our website. Please ask Reception for details about Patient Access.