

DR MARIANNE FORD**MANOR ROAD SURGERY – FRIENDS AND FAMILY TEST**

The Friends and Family Test is a feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience that can be used to improve services. It is not a traditional survey. It is a continuous feedback loop between patients and practices. From the 1st December 2014 it is a contractual requirement that all GP practices undertake the NHS Friends and Family Test [FFT]. The results of Q1 will be published on the NHS Choices Website every month by NHS England.

Q1 - We would like you to think about your recent experiences 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

Unlikely

Likely

Extremely unlikely

Neither likely nor unlikely

Don't know

Q2 - Are you aware that we now provide a service where prescriptions can be sent electronically to the chemist of your choice.

Yes

No

(If not there is information about this service in Reception)

Q3 - If you feel you wish to make any other comments regarding the surgery, please do so in the box below.

Please tick this box if you DO NOT wish your comments from Q3 to be made public.

**Please place this into the comments box on the reception desk.
Thank you for answering these questions.**