

# COLLIERY COURT MEDICAL GROUP

## FRIENDS AND FAMILY TEST

### Results for December 2019 and January 2020

During December 2019 and January 2020, 8 people completed our Friends and Family Test. The results were as follows:

**Q1. How likely are you to recommend our service to friends or family if they needed similar care or treatment?**

Extremely Likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
6	1	1	0	0	0

**Q2. Please tell us the main reason for the answer you have given above:**

- The Doctors at this medical practice have time for you when you see them – not like my old practice where you're in and out within 2 minutes.
- Always friendly, prompt service when needed.
- I have no complaints, always looked after.
- So helpful; all staff. Nothing is ever a problem. Much appreciated, thank you.
- Didn't have to wait too long for an appointment.
- Managing to get quicker appointments however same day appointments are still insufficient.
- It is usually easy to get an appointment and the patient app makes it easier.

**Thank you.**