***Topsham Surgery & Glasshouse Medical Centre***

***Friends & Family Test Feedback***

**In July, 334 patients completed the online Friends & Family questionnaire and the results were as follows :-**

**93% of the patients would recommend the Practice**

**4% of the patients didn’t know**

**3% of the patients would not recommend The Practice**

**6 patients also completed the form and the results were as follows :-**

**Extremely likely 3**

**Likely 2**

**Neither likely/unlikely 1**

**We received the following comments:-**

**“Always helpful”**

**“Triage system works well”**

**“Would like more online options”**

**“Rarely have to use the Surgery but when we do the Practice is excellent. Available consistent Doctors who are friendly and approachable”**

**“More appointment availability for GP - having to wait for a number of weeks for a general appointment is not helpful”**

**“I have found all staff at the Surgery to be helpful and efficient”**