

## Albion Street Group Practice

### November 2019 Friends and Family Stats

Total paper responses: 165

Total online responses: 2

Would you recommend our practice: 138 responses received

Extremely likely	89
Likely	57
Neither likely or unlikely	11
Unlikely	1
Extremely unlikely	3
Don't know	2

How would you rate booking an appointment: 137 Responses received

Excellent	84
Good	49
Ok	15
Not good	13
Extremely bad	2
Don't know	2

You can comment online if this is easier for you please go to our website and click the link.

Thank you to all those patients of ours who completed our forms. It may seem repetitive but we do need to have this information as it is reported back to our CCG's.

**The main positive comments say we are polite, friendly, and professional and we received commendations for our excellent surgery services. Our triage system for those needing to be seen on the day work well.**

**The negative comments again are the same as in previous months and these mainly relate to the phone system and the delay in the time taken to speak to the receptionist and difficulties making appointments and being disconnected once you get to number one in the queue.**

**If any patients would like to join our patient group this is the forum in which to bring up any issues other than personal health problems. Please see our website for information or ask at reception. We are always looking for new members.**