

Date.....

**Neston Medical Centre**

**Friends & Family Test**

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 need similar care or treatment?

Please circle one

Extremely likely   Likely   Neither likely or unlikely   Unlikely   Extremely Unlikely   Don't know

What type of appointment was it?

GP Telephone   GP Surgery Appt   Nurse Appt   Healthcare Assistant Appt   Other

Our new appointments system has now been functioning for over 18 months. Whilst we get a lot of positive feedback from patients who find it much easier to access our services; we would like to hear your views.

- How easy do you find it to arrange a telephone appointment?

Very easy   Easy   Neither easy or hard   Hard   Very hard

- Is this normally the same day?

Yes   No

- If you need to come in to be seen by a doctor, is it generally for a time that suits you?

Always   Sometimes   Never

- Any ideas how we can improve the system further?

- Any other comments? (continue overleaf if necessary)

We are required by NHS England to publish the results of this test. Please tick this box if you DO NOT wish your free text comments to be published