Friends and Family Test

Example

You can help this general practice improve its service

- This practice would welcome your honest feedback
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this ☒ with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

We would like you to think about your recent experience of our service

1 **How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
☐	☐	☐	☐	☐	☐

2 **Please tell us why you answered as you did in questions 1**

☐ **Please select this box if you DO NOT wish your comments to be made public**

Please rate the following	Poor	Fair	Good	Very good	Excellent	No experience
4 Speed at which the telephone was answered initially	☐	☐	☐	☐	☐	☐
5 Length of time you had to wait for an appointment from initial request	☐	☐	☐	☐	☐	☐
6 The opportunity of seeing the doctor of your choice	☐	☐	☐	☐	☐	☐
7 Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	☐	☐	☐	☐	☐	☐
8 The helpfulness of the Reception staff	☐	☐	☐	☐	☐	☐

Please turn over ⮌

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9 **Are you:**

☐ Male ☐ Female

10 **What age are you?**

☐ 0 - 15 ☐ 16 - 24 ☐ 25 - 34 ☐ 35 - 44 ☐ 45 - 54 ☐ 55 - 64

☐ 65 - 74 ☐ 75 - 84 ☐ 85+

11 **What is your ethnic group?**

☐ White ☐ Mixed/Multiple ethnic groups ☐ Asian/Asian British

☐ Black/African/Caribbean/Black British ☐ Other ethnic group

12 **Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (include any issues/problems related to old age)?**

Yes, limited a lot	Yes, limited a little	No	Prefer not say
☐	☐	☐	☐

Thank you for your time and assistance

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