

FRIENDS AND FAMILY DATA SUBMISSION GILLMOSS MEDICAL CENTRE

Response Category: February 2019

Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't know	Total
44	23	3	0	0	0	70

Collection Method

Handwritten	Telephone Call	Tablet/kiosk	SMS/Text Message	Smartphone app or online	Other
70					

SUMMARY OF COMMENTS	
NO COMMENTS MADE	20
Good Service	11
Sometimes confusion over prescription	1
Very helpful staff and GPs	11
Very efficient and patient concern	10
Friendly pleasant staff and GPs	7
Good doctors	4
Sometimes difficult to get an appointment	2
Local surgery	1
Appointments always available	4
Patient here for many years	5
Always get seen on time	2
CHANGES FOLLOWING REVIEW	
We are constantly trying to engage patients for our PPI group	