Friends and Family Test Results 2023/2024

After attending for an appointment you will receive a text message asking you to complete a friends and family test. If you do not have a mobile number you can complete the friends and family test via our website [www.elhamsurgery.co.uk](http://www.elhamsurgery.co.uk) or paper copies are available at reception.

The following are our results from April 23 to March 2024 for the question:

“Overall, how was your experience of our service?”

|  |  |
| --- | --- |
| 2023/2024 results |   |
| Very good | (73%) |
| Good |  (16%) |
| Neither good nor poor | (4%)  |
| Poor |  (3%)  |
| Very poor |  (3.7%)  |
| Don't know |  (0.3%)  |
| Total responses | 1101 |

Friends and Family Test results are discussed monthly at practice meetings and we endeavour to take on board and action any adverse comments. All results are posted on our practice website monthly.