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**Heath Lane Medical Centre**

Heath Lane Medical Centre, Heath Lane, Great Boughton, Chester, Cheshire, CH3 5UJ

**Friends & Family Survey Results**

**June 2023**

|  |  |
| --- | --- |
| **Total number of returns**  | 108 |
| **Waiting room**  | 5 |
| **Website**  | 103 |

**Thinking about your GP practice overall, how was your experience of our service?**

|  |  |
| --- | --- |
| **Number of returns** | **Response** |
| 72 | Very Good |
| 25 | Good |
| 5 | Neither Good nor Poor |
| 4 | Poor |
| 2 | Very Poor |
| 0 | Don’t Know |

**Can you tell us why you gave that response?**

* Because of the excellent service and smiles ☺
* Thank you for all your help, you all do an excellent job.
* Efficient service and lovely staff.
* No one at reception

|  |  |
| --- | --- |
| **Total number of returns via Patchs**  | 5 |

**How likely would you be to recommend the practice?**

|  |  |
| --- | --- |
| **Number of returns** | **Response** |
| 1 | Extremely likely  |
| 3 | Likely |
| 1 | Don’t know |
| 0 | Unlikely  |
| 0 | Extremely unlikely  |

**Friends and Family test comments: -**

* Very fast response and offered early appointment. Booking system takes into account patient's symptoms to make sure they are seen by the most appropriate practitioner and allows flexibility for both parties around work and other commitments.