**Friends and Family survey results:**

**Heath Lane Medical Centre**

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

**Friends & Family Survey Results**

**July 2023**

|  |  |
| --- | --- |
| **Total number of returns**  | 231 |
| **Waiting room**  | 1 |
| **Website**  | 230 |

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

|  |  |
| --- | --- |
| **Number of returns** | **Response** |
| 158 | Very Good |
| 48 | Good |
| 12 | Neither Good nor Poor |
| 7 | Poor |
| 5 | Very Poor |
|  | Don’t Know |

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

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

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