

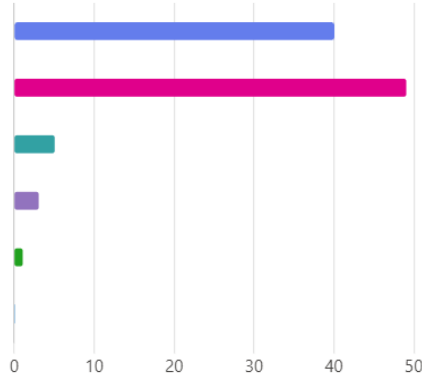
Faccini House Surgery Friends and Family Test (Aug 2024)

Responses 98	Average Time 00:41	Duration 109 Days
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1. Overall, how was your experience of our service?

98 Responses

Very good	40
Good	49
Neither good not poor	5
Poor	3
Very poor	1
Don't know	0

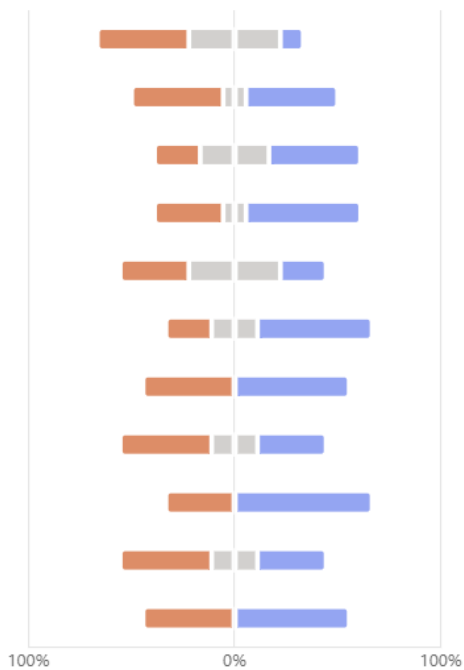


2. Are you aware of or have used the following?

9 Responses

Am aware (orange) Have used (grey) Unaware / No answer (blue)

- Using NHS App or online access to book and manage appointments
- Using NHS App or online access to check and submit repeat prescriptions
- Using our website (Digital Triage) for queries and requests
- Visiting local pharmacies for medication advice and "Over the Counter" remedies
- Using the NHS111 service when the surgery is closed
- Using our hub services for appointments in the evenings and weekend
- Having one problem per appointment to ensure enough time to investigate and discuss the issue
- Providing blood samples and attending reviews to monitor and control your health conditions
- Using our PCN services for Physio, Health Coaching, Mental Health and Social Prescribing
- Providing feedback to reception or submitting a complaint
- Using the practice website to see our Patient Group initiatives and information of the practice



3. Thank you for your feedback, please provide comments or suggestions you may have?

Excellent service, friendly staff and very helpful receptionists
Did a triage online and got a response within the hour, they gave a link to book an appointment and I booked one for the next day. Great service.
Help alot when needed
Very helpful receptionist
When I need your help, you're there for me...
Very friendly and helpful
Receptionist was very prompt and polite.
I'm am u able to do online, as I have visual impairment.
Easy to book appointment.
If it was relating to call from Dr Mirza, it was great. She is very helpful and clear and understanding
Some people have difficulty using social media and computers so maybe a service for these people? I can just about manage personally but other people do have difficulty.