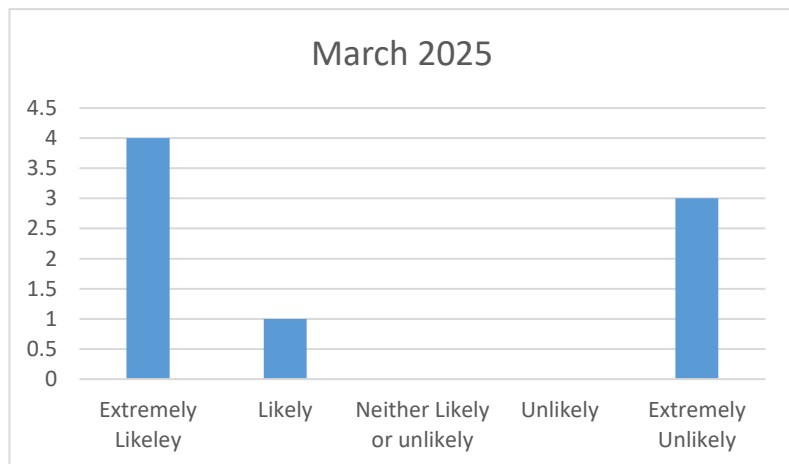


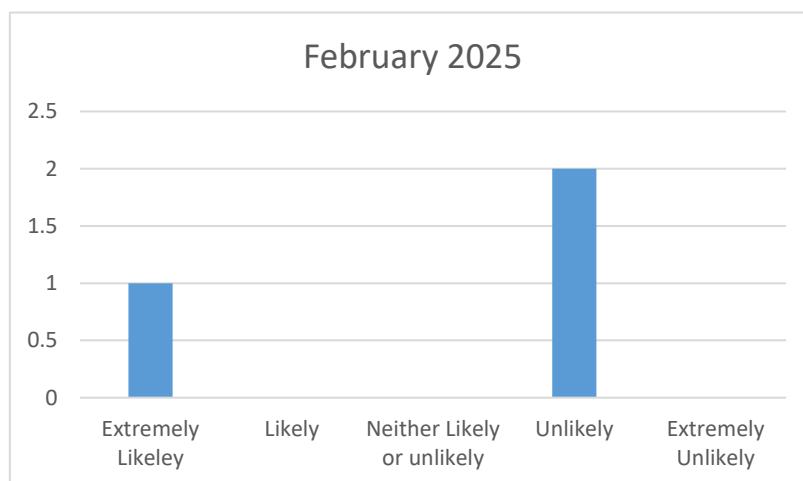
Trinity Court & Claverdon Surgery Friends and Family Test Feedback

Q. How likely are you to recommend our GP practice to Friends and Family if they needed similar care or treatment?



What we are Doing Well:

- ✓ Always welcomed, friendly and professional atmosphere. The clinician has genuinely listened to my concerns and found the best possible treatment. The reassurance, support and understanding offered by Dr Benge, outstanding.
- ✓ Very good service received today by Dr. French in relation to a prescription request
- ✓ Always found staff very helpful
- ✓ Professional and timely care



What we could Improve:

- Some of the questions on the triage form are a bit long winded.
- The new GP appointment booking form is good and easy to use. It might be useful to have an "anything else?" button at the end to "daisy chain" several topic requests together. This would allow the GP to either handle them separately, or fold them into one action if it made sense for the GP. 2) On the website, some recommended books on common topics (for example: I'm aging - are these changes expected or should I see a doctor about them?)common topics