

Friends & Family Report

September 2019

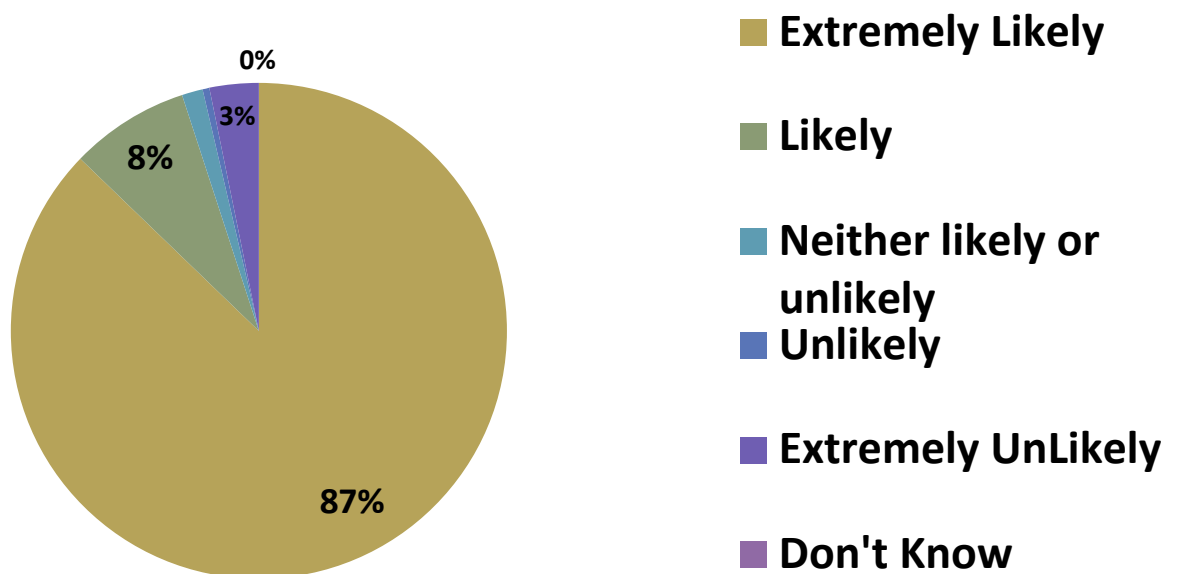
The friends and family test is an important opportunity for patients to provide feedback on the services that provide their care and treatment.

In September...

95%

of patients who responded said they were 'Likely' or 'Extremely Likely' to recommend Moorland Medical Centre to friends and family if they needed similar care or treatment.

Friends and Family Results September 2019



Staff are friendly and the doctor's help as much as they can

Friendly nurse and gave good advice

Good level of care

Clean and staff very nice and friendly

The nurse made me feel at ease even with a student there and the process was pain free

Quality of care, attitude & respect to patients from all levels of staff

Patient centred approach