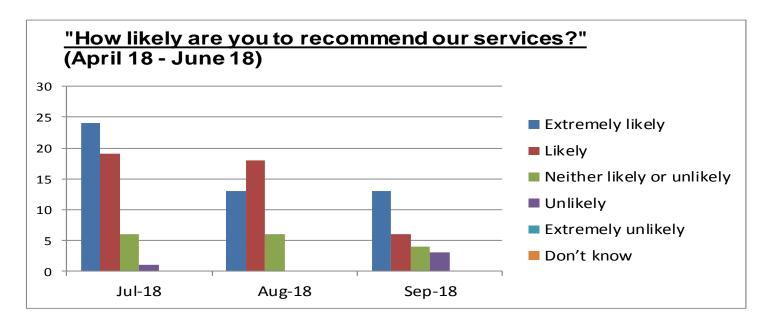


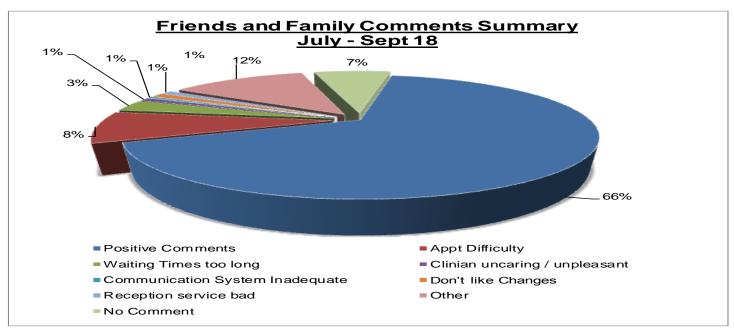


Thank you for completing our Friends and Family Survey.

The results show that of those patients who completed our survey;

> 82% during <u>July - Sept 2018</u> are either likely or extremely likely to recommend our service to their Friends and Family





## Comments about the surgery

The comments that we receive through Friends and Family enable our surgeries to focus on areas to celebrate and those areas to concentrate upon. Please see our comments summary for details of what our patients have said and the actions our surgeries have taken.



## You've said and we've done

(Friends and Family 1 Page Poster for sites to populate and display)

Site Name	
"You've said"	
"What we have done"	