

Friends and Family Test (FFT) Results

July - September 2019

149 replies (137 extremely likely and 12 likely)

100% would recommend our service to Friends and Family – July 2019

162 replies (149 extremely likely and 8 likely, 3 neither likely or unlikely and 2 extremely unlikely)

97% would recommend our service to Friends and Family – August 2019

1 neither likely or unlikely response was from a hernia patient who commented 'Quick surgery, no problems'.

1 neither likely or unlikely response was from a carpal tunnel patient who commented 'Quite far from city'.

1 neither likely or unlikely response was from a vasectomy patient who commented 'Not a treatment I discuss with friends and family'.

1 extremely unlikely response was from a hernia patient who commented 'Everyone very friendly. Very little pain. Informed at all stages'.

1 extremely unlikely response was from a carpal tunnel patient who commented 'Locality'.

163 replies (158 extremely likely and 5 likely)

100% would recommend our service to Friends and Family – September 2019