

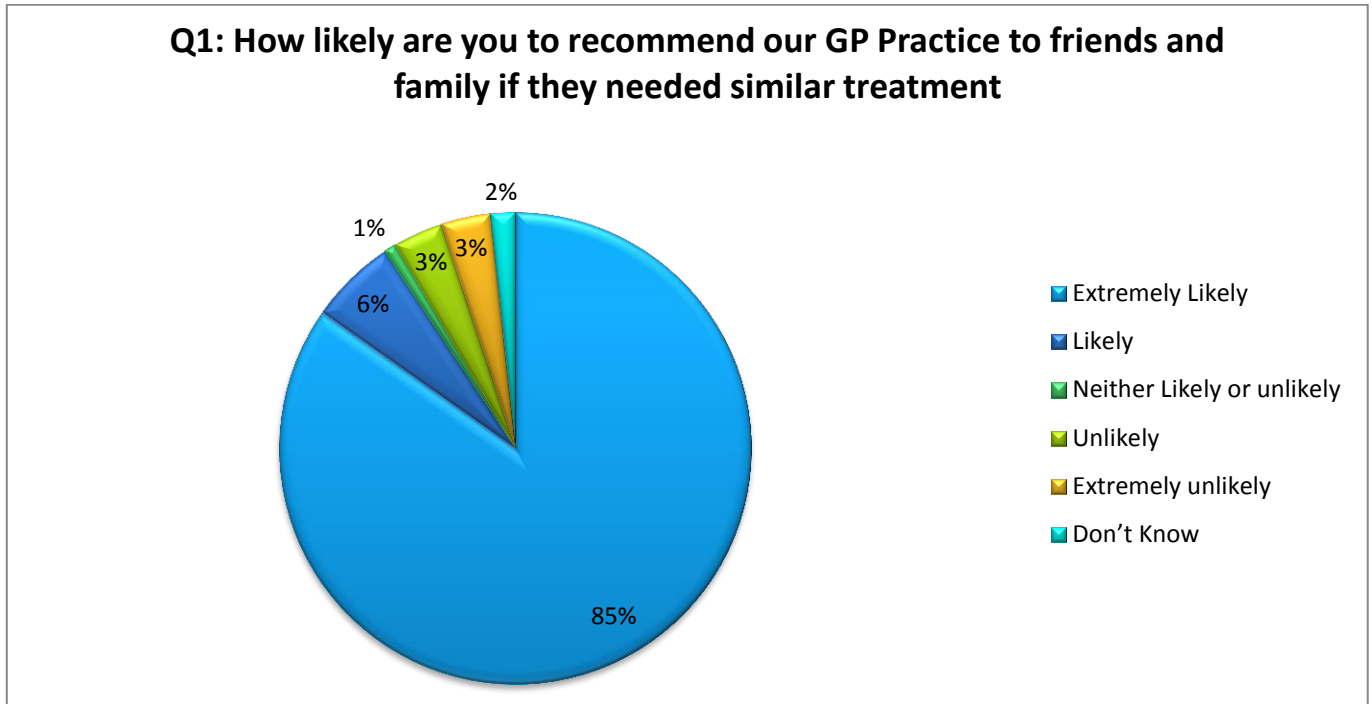
Friends and Family Test Results

August 2016

Thank you to the patients who completed the Friends and Family Test survey in August 2016.

The Practice received 118 responses for Question 1 during this month.

91% stated that they were extremely likely or likely to recommend our practice to their friends and family.



The Practice has recently changed their appointment system and we were after feedback from patients on how the new system was working and whether there had been a considerable increase in patient satisfaction.

The Practice received 8 responses for Question 2 during this month.

75% stated that their experience of making an appointment was excellent, very good or good.



Friends and Family Test Results

August 2016

If we could change anything about your care or treatment to improve your experience, what would it be?

The responses were as follows:

- Sue is an amazing Nurse Practitioner who made me feel extremely comfortable. An asset to the NHS!!
- Some of the doctors don't understand. Reception is friendly and a nice clean environment!
- More time in the Rooms. Get better staff. Treat everyone the same.
- Weekend opening.
- Completely satisfied.
- Quicker appointments if possible.
- It's ridiculous that you have can't phone, to see a doctor the same day and that you have to ring back or ring back the next day before 12 noon what kind of system is this that appointments aren't released till next day. It's just a shame that there is no other surgery nearer to my home someone needs to think about your ridiculous systems. Apart from the design of a building with doctors upstairs and car park that's inadequate as it is shared with a library and sport centre. Parking at Whitegate Drive is worse. It has taken 3 weeks to see the doctor I wanted to, as if I saw a different one then I would have to explain all my conditions again. Ridiculous system!
- Usually excellent service at Whitegate Glenroyd however I found Dr Sharma very patronising during my appointment and won't be seeing him again.
- Had to wait 2 weeks for an appointment.

Comments from the practice

Overall, the comments are positive and thank you to the patients that have taken the time to make suggestions to improve our service or your experience whilst attending the surgery.

In response to the questions above:-

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Mrs Sharon Orr
Practice Manager
August 2016