

Friends and Family Test Results

February 2017

Thank you to the patients who completed the Friends and Family Test survey in February 2017.

The Practice received 99 responses for Question 1 during this month.

97% stated that they were likely or extremely 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 67 responses for Question 2 during this month.

94% stated that their experience of making an appointment was excellent, very good or good.



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

The responses were as follows:

- I have seen two Practice Nurses on my last two visits. They were exceptionally good listeners, polite and professional.
- Should be able to book appointments at reception – not be sent to a phone on the wall to do it yourself.
- I think this practice offers excellent service; our previous surgery would not issue doctor appointments they would only speak over the phone often resulting in misdiagnosis which was terrible especially in cases where it affected my children. Thank you for being so great.

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:-

The practice has a dedicated appointments team who are able to deal with all appointment requests efficiently and effectively. The appointments were moved to our designated phone line as queues were forming on the reception desk resulting in a lengthy wait for patients and a very busy and stressful reception desk for our staff.

Mrs Sharon Orr
Practice Manager