

Friends and Family Test Results

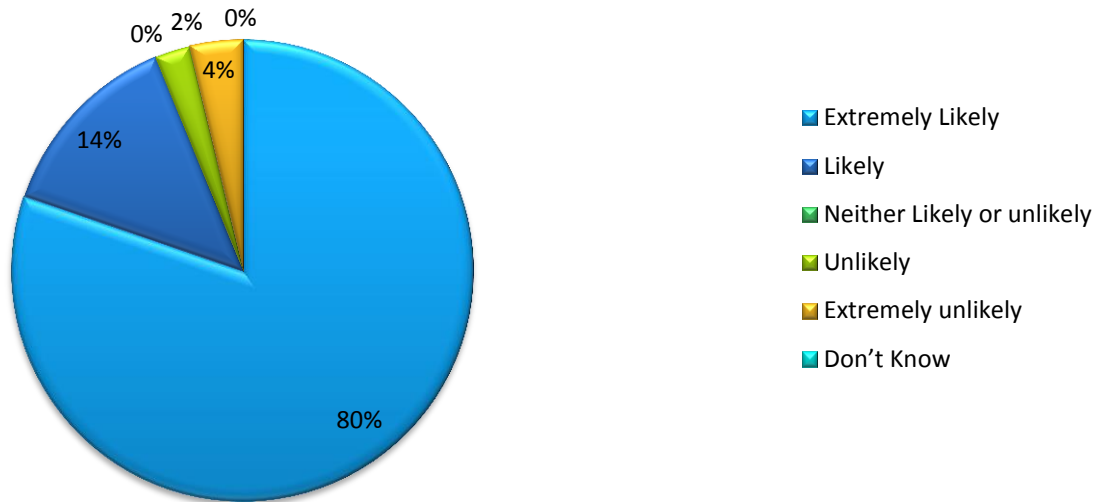
April 2017

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

The Practice received 81 responses for Question 1 during this month.

94% stated that they were likely or extremely likely to recommend our practice to their friends and family.

Q1: How likely are you to recommend our GP Practice to friends and family if they needed similar treatment

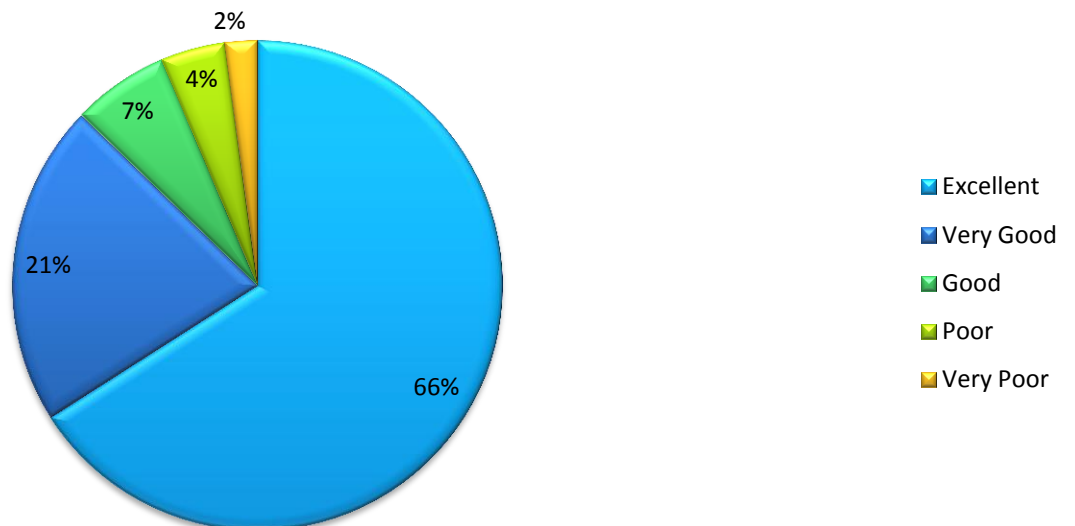


The Practice has recently changed their appointment system and we were after feedback from patients on how the new system was working and whether there had been a considerable increase in patient satisfaction.

The Practice received 47 responses for Question 2 during this month.

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

Q2: What was your experience of making an appointment with the Practice?



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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 think you should make seeing a Dr more accessible, not passing certain complaints to the nurse when you have already seen a Dr.
- Attitude of Receptionists – Keeping patients waiting (only me at reception no queue). Very unhelpful.
- On ringing Moor Park this morning taped message from Dr Nugent tells you, you will be asked questions which will put you in touch with the appropriate person the 3 options don't really help so I just press 1.

Comments from the practice

I am sorry that the receptionist did not acknowledge the patient who was waiting at reception. This shall be addressed with further training.

The recorded message from Dr Nugent is asking patient to provide additional information to allow the appointments team to sign post you to the most appropriate person. The options are 1 for appointments, 2 for the receptionist and 3 for the medical secretaries.

As a practice we now have a team of Advanced Practitioners (AP's) who work closely with the GP's. They are able to treat and diagnose. GP appointments are available up to 4 weeks in advance but if you wish to be seen urgently you will be offered an appointment with one of our AP's.

Mrs Sharon Orr
Practice Manager
May 2017