

Friends and Family Test Results

May 2018

Thank you to the patients who completed the Friends and Family Test survey in May 2018.

The Practice received 78 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.



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 46 responses for Question 2 during this month.

88% 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:

- “Very pleased with everything about service.”
- “Receptionist Angela always helpful can’t thank her enough. Care and quality outstanding.”
- “My care is exceptional. I did notice sign saying 326 missed appointments. Is it possible to change answer phone message to say please call us if you can’t make it we can give the appointment to someone else, or get the ladies who give appointment to say it and also put it on patient access.”
- “I saw Dr Johnson today and she was fantastic, couldn’t have asked for better.”
- “Extremely unfriendly attitude displayed by reception staff member. Unacceptable patient experience which needs improvement.”

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.

The answer phone message is currently being reviewed and we will take the comment on board.

Thank you for the feedback with regards to the reception staff member this will be addressed with the team.

Miss Anna Butrym
Practice Manager