

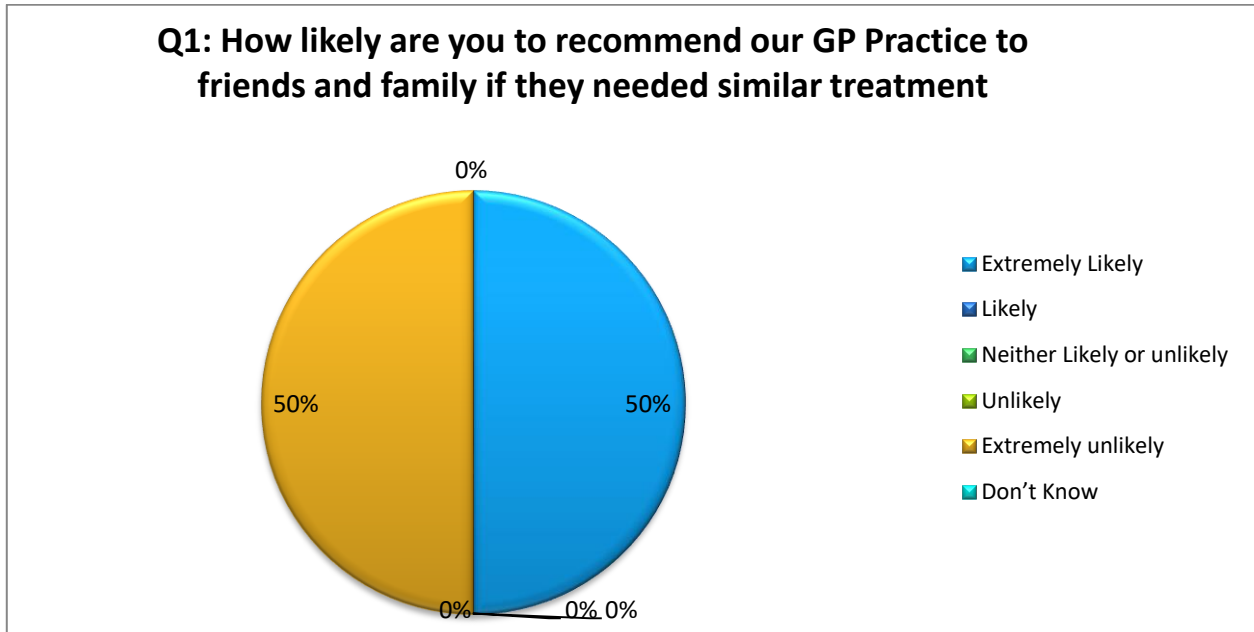
Friends and Family Test Results

July 2018

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

The Practice received 2 responses for Question 1 during this month.

50% 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 2 responses for Question 2 during this month.

50% stated that their experience of making an appointment was excellent, very good or good.



Friends and Family Test Results

July 2018

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

The responses were as follows:

- “You need to give patients continuity of care!! When an appointment to follow treatment, the doctor should make the appointment.”
- “More staff on the appointment line.”

Comments from the Practice

Due to clinic pressures Clinicians aren't always able to book the appointments themselves. Appointments line has three members of dedicated staff tending the phone lines majority of the day. We have recently experienced some technical issues that caused a significant disruption to the phone system for which I apologise. This issue was reported to the IT department and addressed. We will however look into the appointment line traffic to assess if any improvements can be introduced.

Again apologies for any inconvenience and thank you very much for your comments.

Miss Anna Butrym
Practice Manager