

Friends and Family Test Results

September 2018

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

The Practice received 160 responses for Question 1 during this month.

87% 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 5 responses for Question 2 during this month.

80% stated that their experience of making an appointment was excellent, very good or good.



Friends and Family Test Results

September 2018

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

The responses were as follows:

- "I always receive good advice and help from the doctor and the doctor has time to listen. She is very caring and professional. The staff are always helpful"
- "Have received a fantastic service from your clinical pharmacist, who has been very supportive towards my recent medical issue.
- "My doctors explained everything and I was very satisfied with her professional annalscise."
- "I had the first appointment of day at 8.30did not go in until 8.45 no reason"
- "I have been at this practice for 35 years and have never had any problems."
- "Sue Morcos is always helpful and informative. I have confidence in her advice."
- "This comment is based entirely on the GP (Dr Eric Bonsell) I consulted this morning. High level of professionalism and approachable – actually listened and explained matters clearly – not patronising (not always the case with some of the GP's and other healthcare professionals at Glenroyd)."
- "Very happy with the doctor and surgery."
- "Friendly atmosphere."
- "I am satisfied with my visit to the asthma nurse today."
- "The pharmacy practitioner I have seen on my last two visits were extremely nice put me at ease and has got my blood pressure down which I am so happy about."
- "Your staff are great and very helpful."
- "Efficient and reasonably on time"
- "First class staff however called last week and couldn't get an appointment for 3 weeks."
- "You can start by listening to your patience. You can turn away from a key board and computer screen (that is there to record what your staff are doing) Nothing to do with the patient. It's not a solution to a problem by recommending to pick up a free phone to make another appointment with a same type of staff member. Didn't nurses used to where a smart clean uniform as appraised worn shoddy own clothing?"
- "Nurse pleasant"
- "Because when you are ill you can never see a doctor and when you have heart problems it is bad and staff not very nice on phone some times when you ring you that needs sorting"
- "Sue the nurse I saw was extremely friendly and approachable. She made me feel at ease."
- "Lisa the practice nurse is 1st class. She is the best nurse I have ever encountered. She always makes the time to listen and to help with whatever the medical issues are."
- "Practice was running 30 mins late."
- "Very friendly and professional staff."
- "Always good treatment."
- Hard to understand, seemed uncaring."
- "Prompt appointment and nice staff"
- "Bad chest"
- "My GP was insensitive and rude, I left my appt in tears and in shock tbh."
- "Professional and friendly care and quick too!"
- "Fast and friendly service"
- "Quick efficient no problems"
- "Excellent practice"
- "Requested flu vac on making appt. Assured it would be done at the same time as bloods test. The length of time for my partner to see the same Dr was over 8 weeks, I understand holidays caused the extended delay."
- "Friendly"
- "Long waiting times to go into the surgery"

Friends and Family Test Results

September 2018

- “Generally efficient and do their best to support your needs – from reception to doctor.”
- “First class treatment.”
- “Felt could speak easily to nurse”
- “Only went for flu jab. Nurse friendly and helpful.”
- “Excellent service straight in no waiting and a happy smiling nurse.”
- “Nurses doing a fine job. Over ran the timed appointment for some reason apart from that performing well.”
- “Friendly efficient.”
- “Long wait.”
- “Long wait”
- “Pleasant staff”
- “Positive helpful attitude was very helpful”
- “45 min waiting”
- “Patient care”
- “I love the glenroyd practice...however...the flu shot session could have been much better organised...1...allow me to more to more time per patient...or...more...staff..”
- “Helpful”
- “Very helpful and friendly doctor, with a reassuring manner”
- “The nurse was friendly and very thorough. The receptionists are always polite even when very busy.”
- “Quick, pleasant and on time”
- “On time efficient friendly”
- “Very professional”
- “Cannot find fault with such an excellent service”
- “It was an amazing service and the GP I saw was very helpful and down to earth! Lovely service”
- “Sometimes difficult to make an apt...3/4 weeks”
- “This surgery is excellent, personnel very good to patients.”
- “Brilliant and friendly service with a caring attitude”
- “Appointment was not on time – 30 mins late. I would question the need for an appointment system for routine flu jabs as I have experienced a more efficient ‘moving seat’ system in previous years.”
- “All ok.”
- “Nicky is always great.”
- “I have always felt welcome and been listened too all the years I have been with the practice.”
- “Miss managed, long waiting times. No communication on waiting times ie delays. Waited over 40 mins after my appointment time for a simple flu vaccine.”
- “Staff are always helpful and can book appointments when needed.”
- “Friendly efficient and on time”
- “Polite staff very helpful”
- “Extremely good service”
- “The nurse was efficient and friendly”
- Got in for my appointment on time and very thorough session”
- “Friendly, helpful reception staff and nurse”
- “Only came for flu jab. Straight in and out”
- “Drs are all very nice. Receptionist is very friendly. Been with the practice over 10yrs and have had nothing to complain about”
- Very efficient and friendly staff, gp’s.”
- “Efficient friendly service”
- Friendly helpful staff, seen on time.”
- “Pleasant, smiling manner, brightened my day.”
- “Flu jab appointment on time. Pleasant nurse. Hardly felt it.”

Friends and Family Test Results

September 2018

- "Clare is very helpful and understanding. A credit to the practice."
- "Appt on time and efficient pleasant staff."
- "I have always been happy with everyone at glenroyd whitegate drive but I don't like it when I'm asked to go all the way to moor park on a bus when I live across the road from whitegate drove and have to wait weeks before I can get to see a doctor there."
- "Only in 5 mins"
- "Very polite"
- "My appointment was easy to arrange and I was called on time."
- "A very good surgery"
- "Helpful staff and prompt appointment felt like I was being listened too and was given time didn't feel rushed"
- "Practitioner I saw was very understanding and thorough in her examination"
- "Never had problems with appointments"
- "Trying to get an appointment is so hard and most of your reception staff are so unhelpful when me and my family come in even when we have ask for help they never seem to be very helpful at all me and my family have been with this doctors over 15 years and over the last 5 years the reception staff are so rude and never happy and never want to help with anything but I must say most of the doctors that are there and have been for some time are the reason me and my mum and dad and my two brothers as well as my two children still go also the staff at the prescription side are always helping and are so friendly and are always happy to help it just unfortunately the staff on reception really let the side down."
- "Always willing to help and sort out any issues"
- "The resident nurse Shirley was extremely helpful, she dealt with my enquiries and prescribed a course of action for my vaccines."
- "Very thorough and was relaxed and not rushed appointment."
- "Everything top rated."
- "Great reception staff, nurses and GP."
- "I only at to wait a few minutes and the Doctor was very familiar with my records and was able to arrange for a flu injection while I was at the surgery."
- "Friendly atmosphere, put me at ease, very pleasant, let me know what was happening and what my problem was and how to help relive it"
- "Pleasant nurse with a good attitude to patients."
- "Doctor not interested"
- "Pleasant staff and care"
- "Positive response to questions asked to doctor. Pharmacy staff always willing to help and are very polite and efficient."
- "Everything is perfect as it is."
- "Really easy"
- "Video recording of part of the service"
- "Claire Denham is amazing very caring and most of all she listens"
- "Efficiency and local"
- "Quick, friendly, informative nurse."
- "Great care and attention given by staff."
- "Nurse was really nice and helpful"
- "Very friendly nurse and didn't have to wait long"
- "Not been listening"
- "Doctor explained in detail regarding my ailments."
- "Everyone has been helpful in treating my daughters bi polar which isn't easy"
- "On registration at the surgery, staff very polite. Great service Corrinne and Jo.
- "I'm fine when someone listens to me! Luckily the Dr today was brilliant! Thanks"

Friends and Family Test Results

September 2018

- “A very caring GP service from the Reception staff to Nurses and especially the GP’s!”
- “Nothing the Doctor was kind and understanding”

Comments from the Practice

Overall comments for this month are very positive, thank you all for taking time to take part in the Friends and Family Test and share your feedback. The number of feedback with the new communication system has been great.

There has however been feedback about the long wait for a routine appointment, unfortunately the missed appointment numbers are still very high and are adversely affecting the waiting times and patient access. We have recently recruited additional Advance Clinical Practitioner and are advertising for a GP post.

There has also been a feedback about the clinic running late. Clinicians are sometimes faced with a medical emergency which then affects the running of the clinic. With regards to the flu clinic not running on time unfortunately we have experienced some issues that caused the delay and I would like to extend our apologies for this. The issue has been assessed and addressed.

Miss Anna Butrym
Practice Manager