

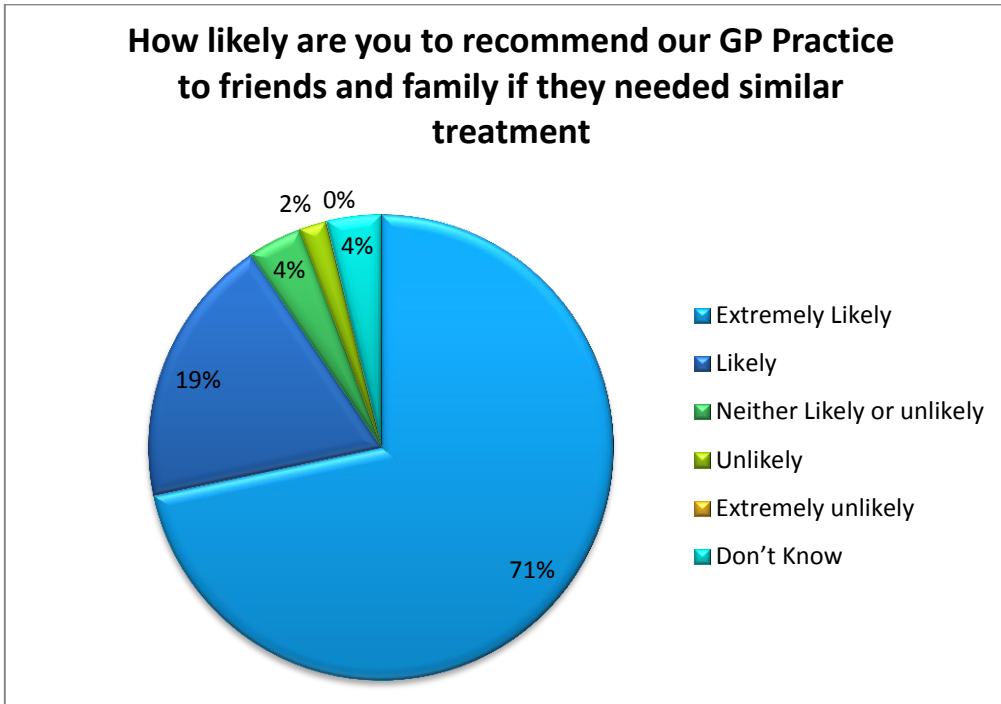
# Friends and Family Test Results

## April 2016

Thank you to the patients who completed the Friends and Family Test survey in April 2016.

The Practice received 53 responses during April.

90% 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.

87% stated that their experience of making an appointment was excellent, very good or good.



## **Friends and Family Test Comments**

**April 2016**

If we could change anything about your care or treatment to improve your experience, what would it be?  
The responses were as follows:

- Find it very hard to see a Doctor or Partner.
- It's ok.
- All problems exist with appointment line.
- Cannot always get to see the Doctor of my choice.
- Make it easier to book an appointment.
- I would like to be able to book an appointment when I ring and not have to ring back the following day at 8:30am.
- Very hard to make an appointment with the Doctors. It took three phone calls with different advice every time on when to see the Doctor.
- Make making an appointment easier. I start work at 8 am so miss appointment.
- More appointments. Less waiting time. Last two appointments 1 hour 10 minutes later.
- Able to book in advance.
- Too little experience for me to answer this.
- None – Great experience today with Suzanne.
- Reduced waiting times.
- Very professional and caring.
- Provide drinks machine.

### **Comments from the practice**

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 over the last 12/18 months has seen a reduction in their clinical workforce. We have tried to recruit additional GP's to our practice and the area with no success. As a practice, we have tailored our service to ensure that we have enough appointments available for patients that need to be seen urgently. We offer a combination of appointments; 48 hour in advance, pre-bookable up to four weeks in advance and same day urgent appointments.

Currently it may be 10 working days for a routine appointment with the GP. We are doing everything possible to remedy this situation. We have employed two Nurse Practitioners to support the GP's with their increasing workload.

The appointments line will offer you a pre-bookable appointment in advance, which as stated maybe 10 working days, if you wish to be seen sooner, you will then be advised to ring at 8 am or 12 noon when we release our 48 hour in advance appointments. If you need to be seen urgently, we will offer you a same day appointment with our Nurse Practitioner.

Mrs Sharon Orr  
Practice Manager  
May 2016