

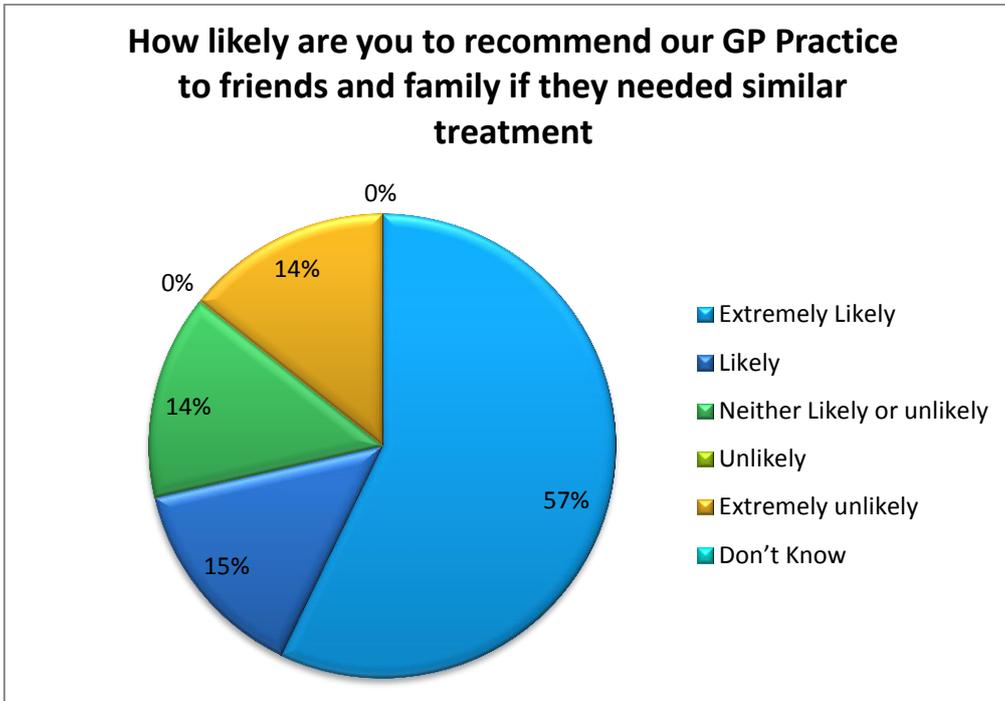
# Friends and Family Test Results

## January 2016

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

The Practice received 7 responses during January.

72% 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.

72% stated that their experience of making an appointment was excellent, very good or good.



## **Friends and Family Test Comments**

**January 2016**

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

- On Doctor patient rapport, Dr Cheung gave me sound sense of mind. What an asset to Glenroyd Medical
- If you could open on Saturdays please, Thanks.
- I have always been treated with the utmost care and consideration. The only time I did have problem making an appointment was when I needed to see a named Doctor but it did not take too long.
- Sit and wait what happened to that service it was 9-10 am every day.
- When told to ring appointments line we are being given different instructions on booking when to ring i.e. Monday morning for Wednesday, then Monday afternoon for Wednesday. The time it takes to see a doctor at times is crazy.

### **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.

In response to the questions above:-

- The sit and wait service was a pilot and after feedback from patients, they preferred the urgent appointment system rather than sitting and waiting to be seen.
- We have available on the reception desk at both sites, an appointment template which advises patients when to ring to book an appointment. If you wish to see a particular doctor, you may have to wait up to 2 weeks for an appointment.

Mrs Sharon Orr  
Practice Manager  
February 2016