

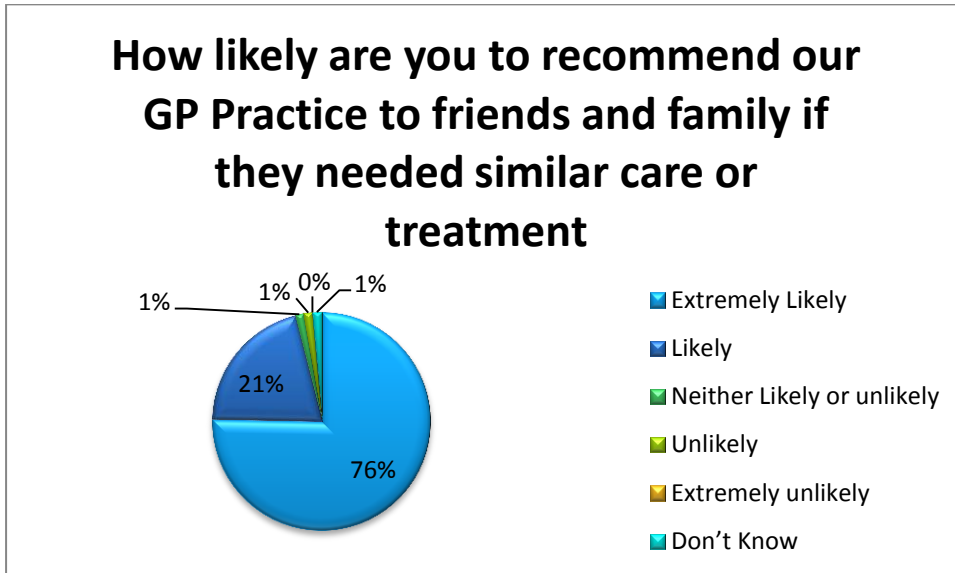
Friends and Family Test Results

July 2015

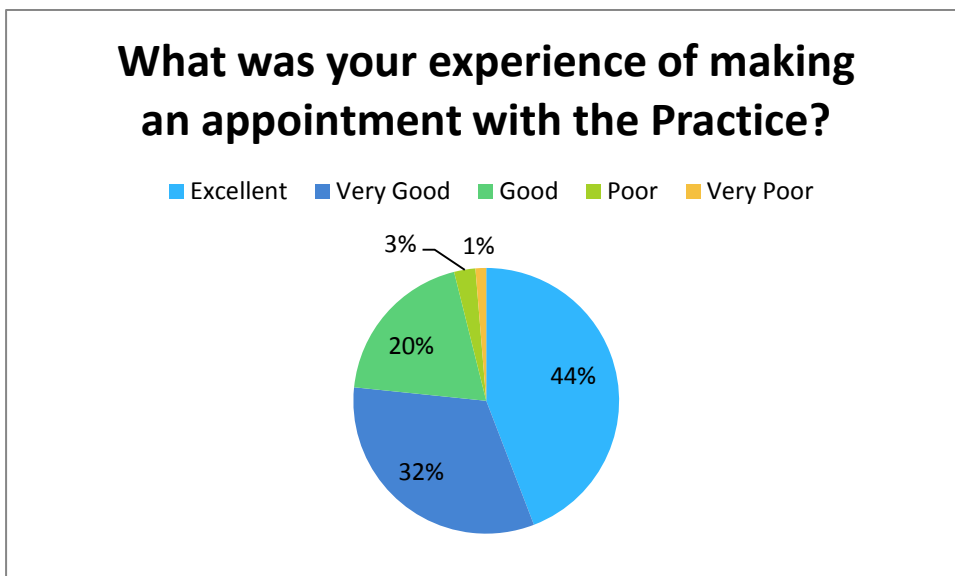
Thank you to the patients who completed the Friends and Family Test survey in July 2015.

The Practice received 77 responses during July.

97% 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.



96% stated that their experience of making an appointment was excellent, very good or good.

Friends and Family Test Comments

July 2015

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

The responses were as follows:

- Continuity of GP care
- Nothing
- Cannot think of one
- It's been very good
- Lovely staff, everything great
- Dr Lake – Registrar is very good. He made me feel at ease despite obviously behind in his appointments times. Information given was excellent regarding my condition.
- Everything is good for me
- My treatment is good at Glenroyd and always has been
- Waiting room too warm
- The appointment system does not work for me as I need to be able to see a doctor for any injections into my knees and shoulders
- I have always had excellent service
- To improve appointment availability
- Weekend and out of hours appointments available for working patients only
- Make it easier to get appointments

Comments from the practice

Overall, the comments are excellent 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.

- Unfortunately, the practice is not able to control the temperature in the waiting areas at both sites. We acknowledge that the waiting area can become too warm and we shall endeavour to open windows and the sky lite to reduce the temperature.
- The practice is currently piloting drop in "urgent clinics" to improve our appointment availability. The clinics commenced on the 3rd August 2015 and it is too soon to evaluate the effectiveness of this pilot. The practice has increased their GP appointments until 7pm Monday to Thursday.
- The practice has seen a reduction in their GP staffing levels, which may have affected the continuity of care for some patients. We apologise for any inconvenience this may have caused.

6th August 2015

Mrs Sharon Orr

Practice Manager