

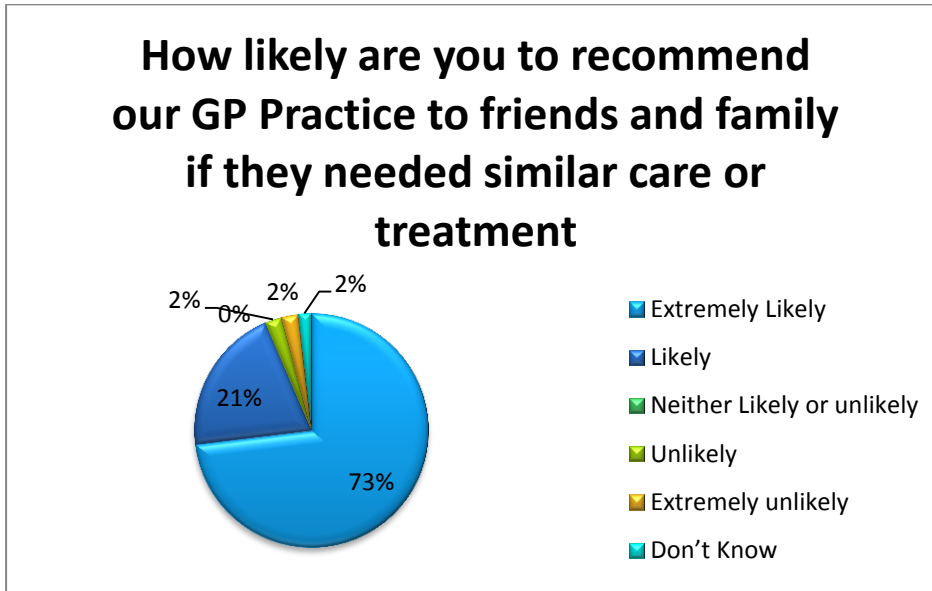
# Friends and Family Test Results

## June 2015

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

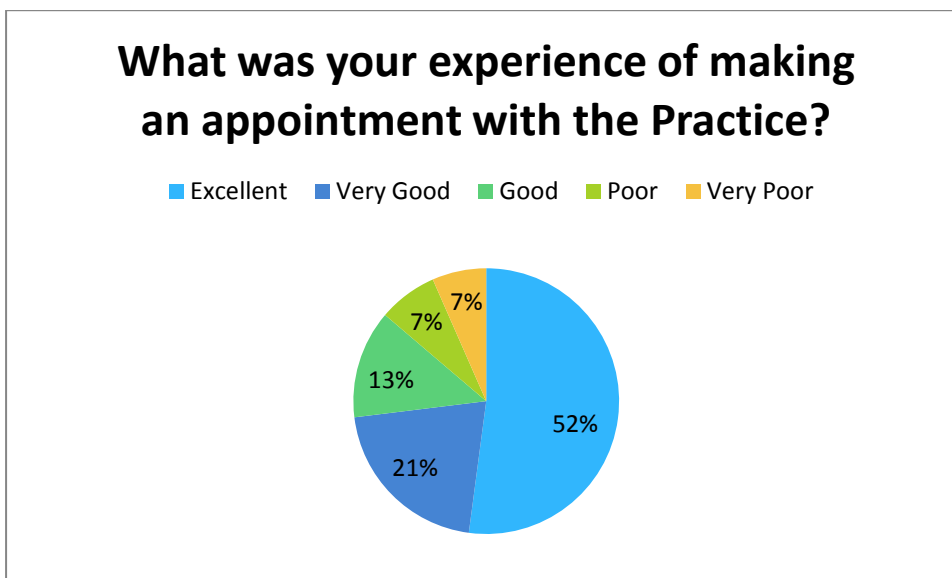
The Practice received 171 responses during June.

94% 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.

73% stated that their experience of making an appointment was either excellent or very good.



## Friends and Family Test Comments

June 2015

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

- None
- No changes are needed
- The surgery does an excellent job thank you
- Everything is fine with the surgery
- No, everyone is really lovely
- Mrs McCarron was very attentive and explained her prescribed treatments very well. Exemplary standard, Well Done
- Everyone is good with me, thank you
- There is nothing to change, the practice is superb
- Nothing
- None, I can think of
- Excellent
- My care and treatment excellent
- Can't think of anything
- Carry on, as you are great
- Professional
- Better/more parking
- There is no need to change anything as the treatment and care we get when we come to see a doctor or nurse is excellent
- Nothing springs to mind
- Making appointments available
- Have been with the practice for almost 40 years and have had nothing but good experiences
- Can't think of anything I would change, always received good care
- Online appointments are very easy but time to wait for me is too long
- Everything is fine thank you
- More regular appointments
- More time
- Longer appointments
- Making appointments is difficult
- Have better appointment system
- Could have better phone line for appointments
- When the patient need to see a doctor, they should not have to be a nurse or pharmacist
- Quicker appointments
- Being able to get a doctor's appointment more quickly when necessary without resorting to emergency appointments
- To be able to see the doctor of your choice in a reasonable time
- Better co-ordinated care i.e. communication between hospital etc
- Appointments not always available when needed
- I think one should see the same doctor, if follow up is required, rather than someone else
- Communication could sometimes be better

3<sup>rd</sup> July 2015

Mrs Sharon Orr

Practice Manager