

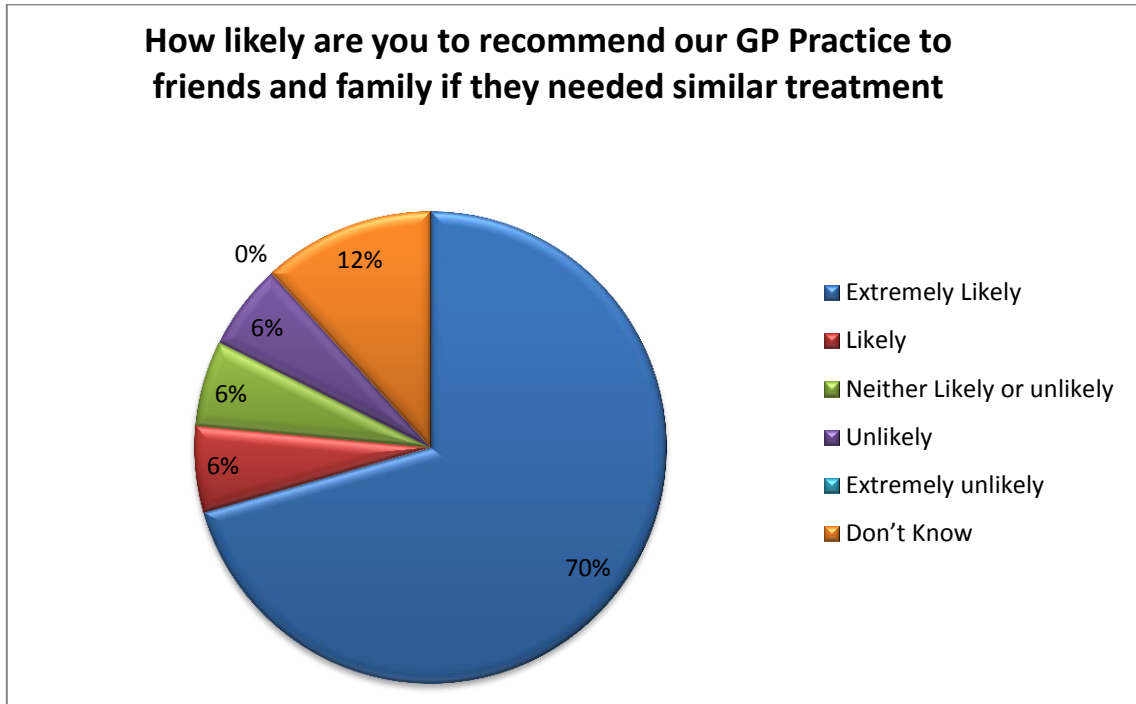
Friends and Family Test Results

June 2016

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

The Practice received 17 responses during June.

76% 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.

82% stated that their experience of making an appointment was excellent, very good or good.



Friends and Family Test Comments

2016

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

- Very little change needed. Staff are dealing with increasing pressures on a daily basis and doing an excellent job.
- Care could not be improved!
- Maria Hedges. Lovely, friendly person.
- Easier appointment booking!
- Pharmacist Matthew excellent practitioner. Extremely good service and excellent people skills.
- Fantastic, efficient service for appointment and treatment. Well done!
- Nothing – the service is excellent.
- It would have been polite to explain why the GP was 1hr behind; it was very aggravating to be kept in the dark.
- Unbelievably poor and impersonal service in making appointment to see my doctor. Tried three times to phone at 12 noon to get a released appointment. Was declined because was two minutes early! Then could not get through. Angry and let down. Where is my friendly, approachable Doctor and NHS service of years ago?
- Waited for an hour to be seen by the Doctor. No one informed us about the delay 8.6.16

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:-

- I am sorry to hear that any delays in waiting to see the GP were not communicated to the patients. The practice shall address this issue with further staff training.
- The practice offers pre-bookable appointments in advance, 48-hour access and book on day urgent appointments. Patients can utilise Emis Access to book appointments in advance rather than ringing at a specific time of day,

Mrs Sharon Orr
Practice Manager
July 2016