

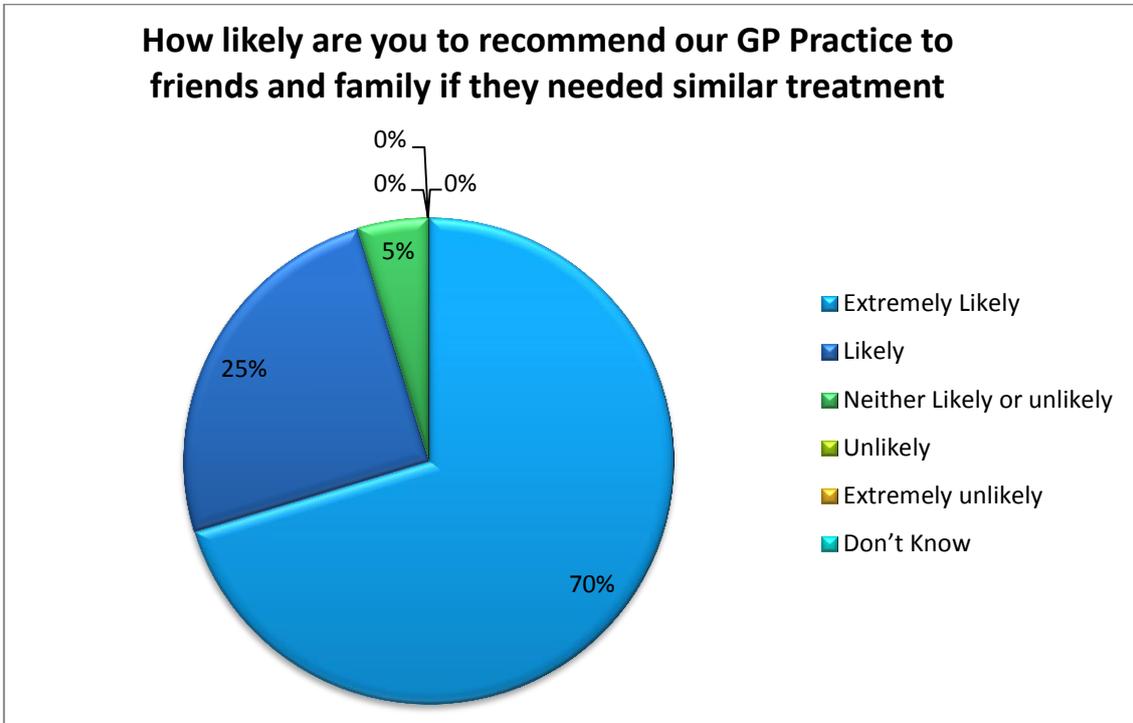
Friends and Family Test Results

March 2016

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

The Practice received 64 responses during March.

95% 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.

94% stated that their experience of making an appointment was excellent, very good or good.



Friends and Family Test Comments

March 2016

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

- Good and efficient service.
- Nothing comes to mind. You must be doing it right.
- Excellent treatment from Nurse Jackie. Five Stars!
- I would like to have my appointment with the same doctor/nurse practitioner. For continuity.
- Be good if appointments would be made sooner – not having to wait as long.
- Nothing.
- Very happy with treatment commenced. Thank you 😊
- Nothing. Excellent was Nurse Jackie.
- No. The treatment I got very good.
- Voice Recognition would save doctors and nurses time – conversations could just appear on computer screens on patient records to avoid using keyboard.
- How advanced you can make appointments.
- Excellent advice and care from the travel nurse Lynne.
- I get antibiotics for urine infections but not after I have taken them do I know if they have done the job properly.
- Not today, nurse Jackie amazing but some doctors I feel different about, plus waiting time up to 50 mins.
- If put a message on computer screen about medication please let patient know.
- Do not understand why when I come to doctor's reception that I have to use a phone to book appointments, not good.
- Feel very sorry for the Receptionists/Appointment makers. Very Frustrating trying to get through and then being told all appointments gone after continuously redialling or getting engaged sound.
- See the same doctor each time.

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:-

- Appointments can be booked up to four weeks in advance. You can book these via the internet using Emis Access, telephoning the appointments line or attending the surgery using the telephone sited in the reception area.
- The surgery has phones installed in the reception area to allow patients to book appointments. The purpose of this is to remove the queues from the reception desk, which then allows the receptionist to deal with new patient registrations, prescriptions and telephone queries.
- In response to voice recognition, we are not aware of any compatible software that will integrate within our clinical system.