

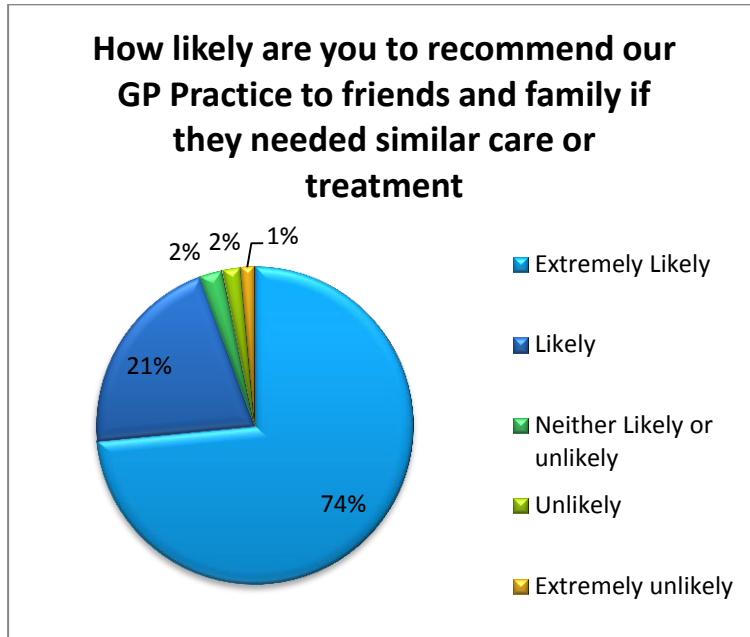
# Friends and Family Test Results

## May 2015

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

The Practice received 215 responses during May.

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.

86% stated that their experience of making an appointment was excellent, very good or good. 14% stated that our appointments system was poor or very poor.



## **Friends and Family Test Comments**

**May 2015**

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

The responses were as follows:

- We are always treated with care and respect
- Can't think of anything
- I am quite happy with the service but as I have been able to use the blood pressure machine in the surgery.
- All good, keep it up.
- For all the doctors to be as efficient and nice as Dr Maudling who is caring and helpful.
- Everything has been very good
- Extremely satisfied, appointments very good but could still be improved
- Everyone is so helpful
- Nothing, excellent
- Very satisfied
- Happy with everything
- Turn the heating down at Moor Park
- Friendly staff, always helpful, been with the doctors surgery a number of years, recommend.
- There is nothing I will change
- No problems whatsoever
- Find a cure for diabetes
- Seen the lovely, nice chatty nurse today, very comfortable
- Excellent
- Been very happy with the service
- On rare occasions, difficulty in quick appointments but understandable
- Very friendly staff
- Excellent, every visit
- Nothing, quite satisfied
- At the moment it is always difficult to get an appointment quickly
- I often request repeat prescriptions using the online service and these have not been received and therefore these have to be requested again, leaving me without medication
- At times I have found one particular receptionist very rude and unhelpful
- I find it disappointing we cannot make appointments in the surgery, although there is a free phone to do this
- Sometimes it's hard to get the doctor you would like to see
- Speed up appointment times
- Some patients need more than the time allocated to see the doctor and explain problems
- Some receptionists can be abrupt and sometimes give the wrong information, others very warm, caring
- Get appointments with doctor sooner
- Appointment times made easier
- To be able to get an appointment quicker than two weeks ahead
- Sometimes hard to get appointments when we really need them
- More nurses in the community and home visits
- Quicker appointments
- To know if there is a delay in seeing the consultant
- Music in the waiting area

- Weekend appointments
- Make it a lot easier to get an urgent appointment, my experience meant I ended up in Blackpool Vic and I should have been there sooner
- Doctors' appointments very hard to make one
- Just do not understand booking system, always engaged at 8am, staff very polite though
- Horrendous making an appointment, allocated times not convenient when working and can't always phone at 8 am or 12, so miss the allocated appointments
- To be able to get an appointment within a reasonable amount of time
- Improve the way one books an appointment
- Your appointment system is abysmal – your staff are delightful.
- Impossible to get the doctor you want, general lack of care
- Disjointed way of booking appointments
- More straightforward booking of appointments
- Complicated system to obtain an appointment with a named GP, prefer to deal with some one
- Never seem to be able to get your doctor, unless 4 or 5 week wait to see Dr Nugent
- More helpful getting an appointment
- Impossible to get an appointment when needed
- Looking after patients you have already got instead of asking for new ones
- The ability to book appointments without having to phone at particular times to get specific blocks of appointments
- Like to see the same doctor to follow up my treatment of care
- Need more GP's

2<sup>nd</sup> June 2015

Mrs Sharon Orr

Practice Manager