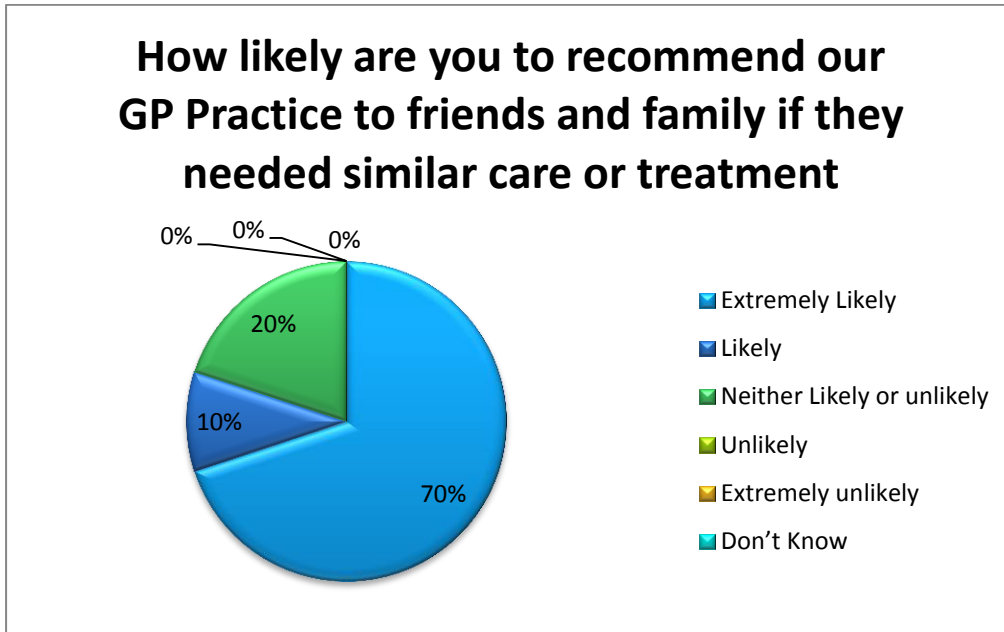


Friends and Family Test Results November 2015

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

The Practice received 10 responses during November.

80% 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.

90% stated that their experience of making an appointment was excellent, very good or good.



Friends and Family Test Comments

November 2015

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

- In my opinion, you are doing the best you can according to the circumstances at the moment
- Michelle (Nurse) amazing, friendly, caring and very good at her job. Felt at ease having my bloods and smear taken
- When told you need a follow up appointment to be able to book this at reception on the way out
- I have been at this surgery many years, the reception staff and doctors are all kind, supportive and caring. I would highly recommend anyone to register at Glenroyd, Whitegate Drive.
- Had issues getting electronic prescription – Karen was really helpful and sorted everything out
- Dr Stone was very helpful, pleasant and listened to me well, he was very good with my two year old son
- Making the appointment system much better and ordering repeat prescriptions over the phone and online
- To be open on a Sunday

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.

- The Practice has a designated phone line sited in each reception area to allow patients to make follow up appointments after seeing the GP/Nurse.
- The practice stopped telephone ordering of prescriptions many years ago. Prescriptions can be ordered online through our website www.glenroydmedical.co.uk.
- The Practice has no plans to open the surgery over a weekend

9th December 2015
Mrs Sharon Orr
Practice Manager