

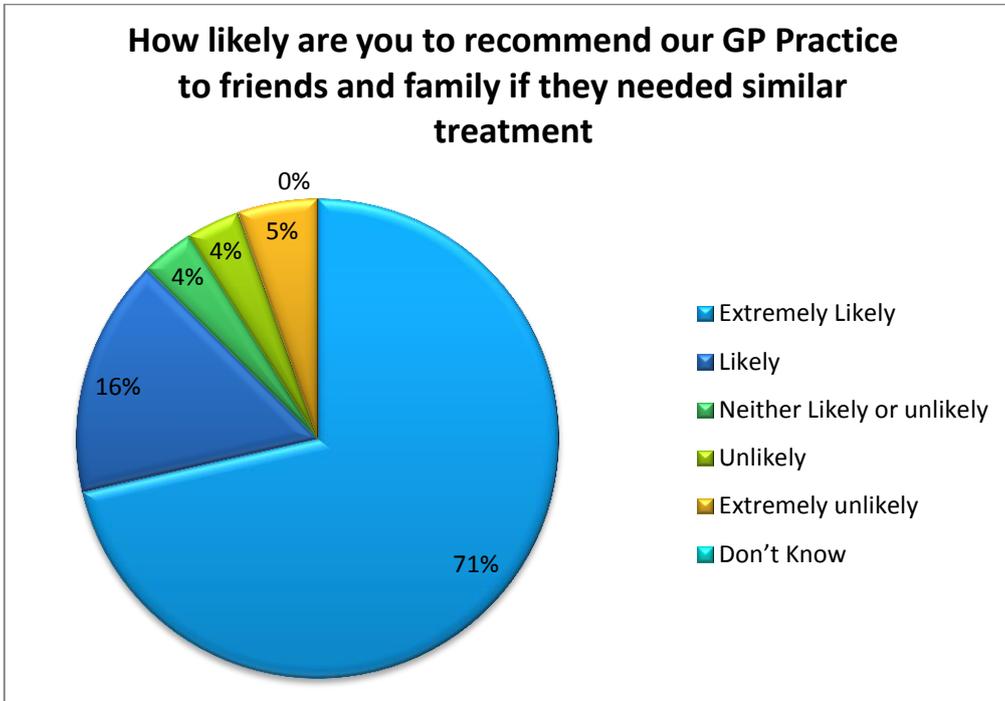
# Friends and Family Test Results

## October 2015

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

The Practice received 56 responses during October.

87% 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.



## **Friends and Family Test Comments**

**October 2015**

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

- More appointments available
- I do tend to have problems getting on appointment
- The non-british doctors are a bit rude, best doctor is Dr Clarke
- I would like to see the same doctor every time, so they know what I'm there for
- Maria nurse great put people at ease, very relaxed, excellent, However poor communication with reception
- Reception/appointments line more helpful and apply common sense
- Found it very difficult to get an appointment with the doctor I liked. Was told to phone on a certain day but after 3 attempts gave up! Not happy with your new system.
- When making appointments you can STILL NOT GET in on the day? Needs to be dealt with
- Lovely team
- Nothing
- Love the text reminder! Thanks BUT Please type in Whitegate Drive not WDP
- Nurse Maria was very polite and friendly and put me at ease and a bonus was her helpfulness and excellent blood taking technique.
- Give people who need benzodiazepines, they should be prescribed, regardless of the policy. People need these drugs to live with a quality of life, instead of buying them on the internet.
- Do not change anything – working well.
- Excellent service throughout, every confidence.
- Never had a problem with getting an appointment or being seen
- None
- More great doctors!
- More appointments

### **Comments from the practice**

Thank you to the patients who have taken the time to complete the friends and family survey during October 2015.

In response to some of the comments made above:-

- The practice currently has a "Drop in Clinic" for patients that are requesting an urgent appointment. The Drop in Clinics are at both sites on a Monday morning 9-10 am, and then Tuesday, Wednesday, Thursday and Friday 9-10 am at Moor Park only. The drop in clinic is a sit and wait service and you will be seen in the order of arrival unless there is a medical emergency, which will take precedence.
- The practice offers online access to appointments that can be booked up to one month in advance with a doctor of choice. For patients who are requesting to see a particular GP, online access maybe more beneficial. If you require online access, please see our website for further details [www.glenroydmedical.co.uk](http://www.glenroydmedical.co.uk)

Mrs Sharon Orr  
Practice Manager  
2nd November 2015