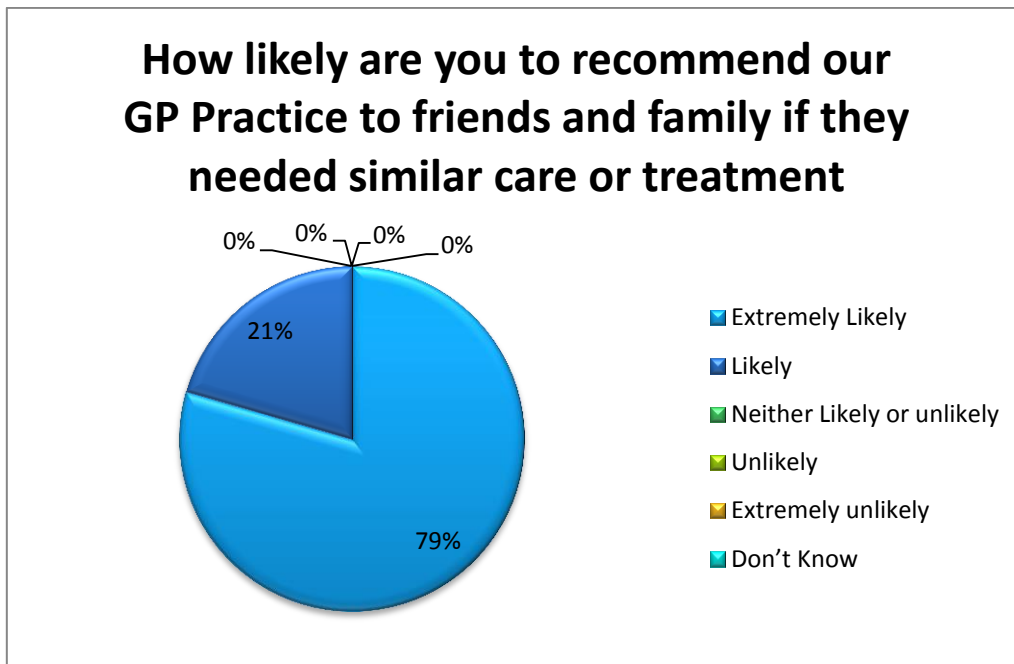


Friends and Family Test Results September 2015

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

The Practice received 73 responses during September.

100% 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.

92% stated that their experience of making an appointment was excellent, very good or good.



Friends and Family Test Comments
September 2015

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

- The staff are extremely kind and considerate and very helpful!!
- No change
- Always very helpful and friendly on the phone
- OK
- With the new waiting emergency appointments between 9-10 am this gives some way to help sudden problems
- More time with the Doctor
- Being able to see the same doctor each time
- Excellent treatment from Doctors, Nurses and Reception Staff
- Three week wait for appointment at times, not good.
- Keep going as you are.
- More medication reviews
- Too long a waiting time
- Appointments
- Very happy with Doctors, Nurses + all support staff
- Appointment System
- Everything alright. Thank you.

Comments from patients recorded via Comments/Suggestion box:

- Make sure there is a pen where the appointment telephone is and the appointment cards a little bit lower for wheelchair people
- No bin in reception area. Water fountain. Small table to write appointments on.
- A seat would be appreciated at the appointments phone in case of being in a queue
- Easier access to appointments.
- When I have ordered a prescription on-line, I have had difficulties over 48 hours later on obtaining it and it has had to be ordered again, leaving me with no tablets.
- More approachable receptionists.
- I have often had difficulties ordering prescriptions on line, meaning tablets have not been able to be get in time. Hospital letters aren't put on the system quickly, meaning requests aren't acted upon and often had difficulties following up on treatments myself. Never kept up-to-date.
- Table needed where appointments phone is.
- Provision of chair by appointment phone for elderly patients as waited 10 minutes in a queue.

Comments from the Practice:

Thank you to the patients that completed the Friends and Family survey during September.

- The practice will reorganise the waiting area to ensure that there are chairs sited close to the appointments telephone.
- Appointment card holders shall be ordered for Whitegate and wall mounted to facilitate patients that maybe in a wheelchair.

6th October 2015
Mrs Sharon Orr
Practice Manager