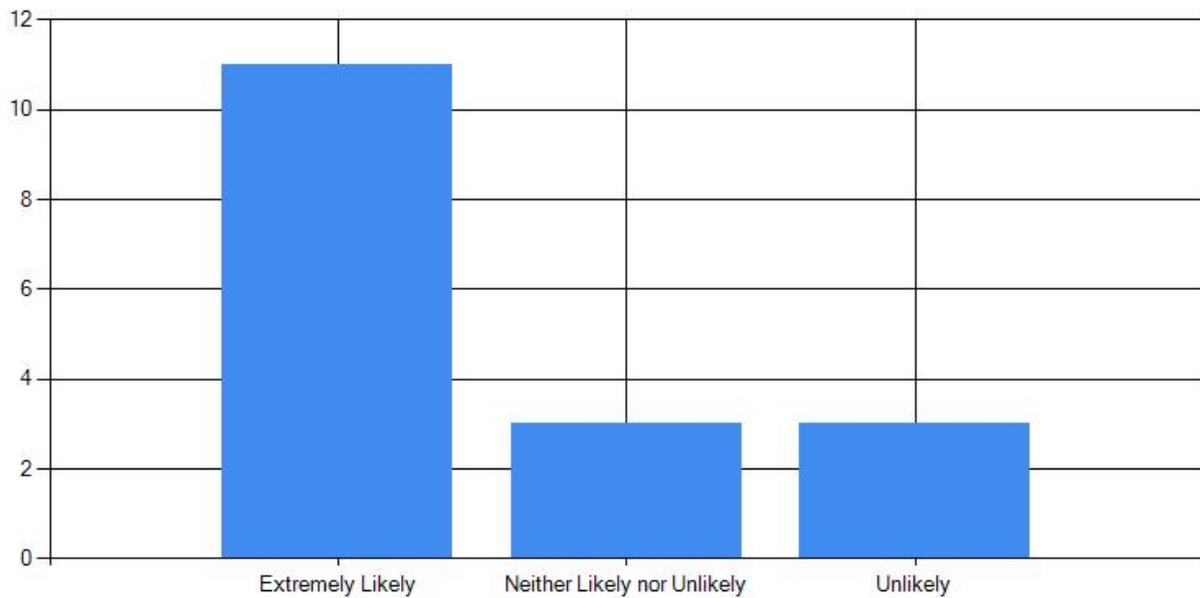


# FRIENDS & FAMILY TEST RESULTS

November 2016

Total Count	17
Extremely Likely	11
Likely	0
Neither Likely nor Unlikely	3
Unlikely	3
Extremely Unlikely	0
Don't Know	0

**How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?**



# Positive Feedback

How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?	Can you tell us why you gave that response?	Actions
Extremely Likely	However , Melksham is my surgery and I and my husband in the past few months have to come to BOA as nurses not available for my husband's cancer injection and I , my diabetic review. Not convenient to make it here BOA all the time, so can we please have the service at St Damian's. Thank you. Mrs M Edwards	All FFT feedback is shared with the whole practice team, with extra notifications going to those indicated below.  <b>Action to follow</b>
	Always get prompt treatment for emergencies and excellent treatment for planned appointments.	
	Have always had good service and treatment.	
	Good GP's who actively listen, see me as a person, not just a body.	
	The doctors are always ready to listen to any problems	
	Always fair service to get you in quick for an appointment.	
	Your nurse Ingrid is magnificent. Sorted my ear out perfectly. Made me feel at ease.	<b>Ingrid Jenkins</b>
	Same day appointment and great staff. Concerned there is very poor support of people who need the food bank. A person with mental health issues. Why is it so difficult to give out food vouchers?	<b>Action to follow</b>
	I have been a patient for 30 years and have been very satisfied with the helpful, supportive and caring practice.	
	Many years of excellent care, through cancer and minor ailments.	
Neither Likely nor Unlikely	There were hardly any parking spaces left (even at the back of the building) by 8.45. Where is the room for patients. Thurs 20th Oct.	
	Please signpost from the road - difficult to find in a hurry.	<b>Action to follow</b>

## Constructive Feedback

<p><b>How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?</b></p>	<p><b>Can you tell us why you gave that response?</b></p>	<p><b>Actions</b></p>
<p>Unlikely</p>	<p>Because I have been to this doctors a lot with the same problem and no one seems to be able to help or is willing to try and diagnose a potentially serious condition</p>	<p style="text-align: center;"><b>Action to follow</b></p>
	<p>Difficult to get appointment with doctor. Sometimes phone lines long wait to get through. There needs to be a choice of longer appointments with doctor. Some problems need more time than 10 mins.</p>	<p style="text-align: center;"><b>Action to follow</b></p>
	<p>Did not have an invitation for shingles vaccination 3 to 4 years ago when I was entitled to it. Do let us know if we don't attend regularly.</p>	<p style="text-align: center;"><b>Action to follow</b></p>