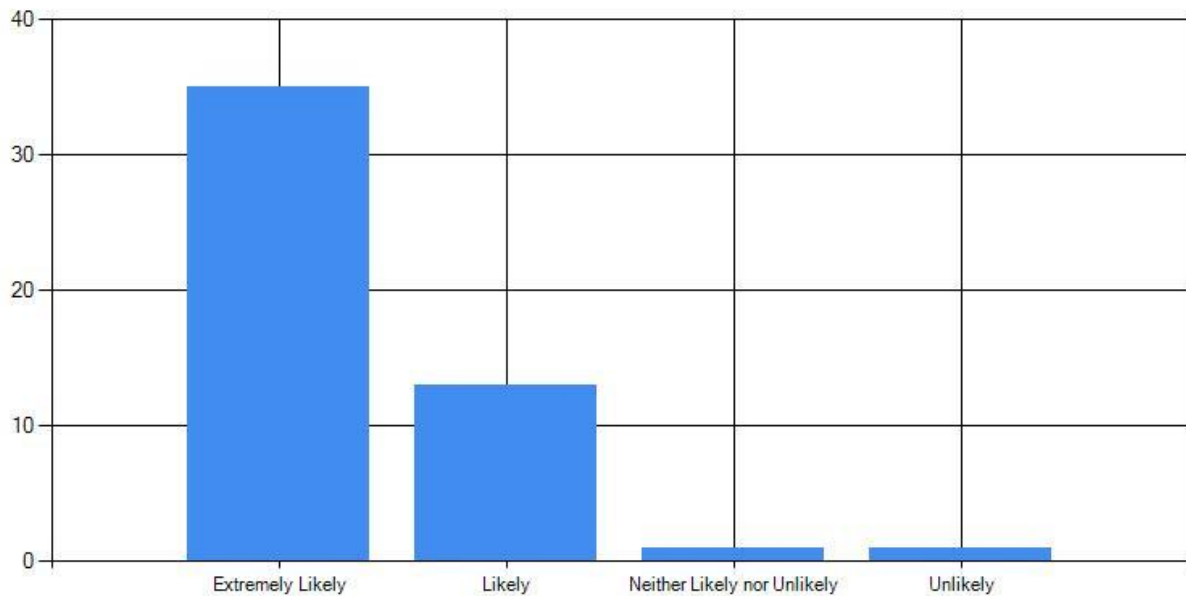


FRIENDS & FAMILY TEST RESULTS

APRIL 2015

Total Count	50
Extremely Likely	35
Likely	13
Neither Likely nor Unlikely	1
Unlikely	1
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	Always received prompt, courteous and helpful service. I like the web booking and prescriptions.	All FFT feedback is shared with the whole practice team, with extra notifications going to those indicated below.
Extremely Likely	Very happy as I always feel my problems are investigated and taken seriously.	
Extremely Likely	Friendly, helpful staff	
Extremely Likely	Always been treated well. Professionally and friendly, and local	
Extremely Likely	The care my wife and myself have had for many years has been excellent. Would like to be able to speak to our doctor Dr Wyatt at times and be able to book an appointment for less than two weeks ahead.	<p>Thank you for your feedback.</p> <p>We are pleased to hear you're happy with the care you've received. However, we are sorry to hear of the problems you've had obtaining appointments.</p> <p>Patients are always able to book a telephone consultation with their own Doctor, which may be sooner than booking a face to face consultation.</p> <p>Also, while an appointment may have been booked for a couple of weeks ahead, patients are always able to phone in to see if any slots have been made available or if there have been any cancellations.</p>
Extremely Likely	Helpful, efficient and extremely reliable.	
Extremely Likely	Always happy with the service.	
Extremely Likely	Excellent service.	
Extremely Likely	I have always been happy with this health centre	
Extremely Likely	I have received very good individual attention and been listened to by my own doctor	
Extremely Likely	They always try very hard to treat you as a person.	
Extremely Likely	For many years I have had immediate help and service	
Extremely Likely	Although occasionally hard to get preferred	

	appointment, I have always been well satisfied with emergency/duty.	
Extremely Likely	Very Satisfied.	
Extremely Likely	Have been a patient at this practice for 26 years and my family and I over those years have received excellent care and attention.	
Extremely Likely	Excellent service, online service especially useful.	
Extremely Likely	Many years of good service.	
Extremely Likely	As a family we have had good attention and civility.	
Extremely Likely	Everybody is helpful and friendly.	
Extremely Likely	Everyone really tries and believes in what they do.	
Extremely Likely	I usually have a positive response.	
Extremely Likely	Everyone is pleasant and helpful.	
Extremely Likely	Since being with the practice I have no complaints about the surgery. Very good on emergencies	
Extremely Likely	Very impressed with attention given.	
Extremely Likely	Very good care to me and my family.	
Extremely Likely	I am very pleased with all my interaction at this surgery.	
Extremely Likely	Always had good service	
Extremely Likely	Excellent service.	
Extremely Likely	Very satisfied.	
Extremely Likely	The care and attention that Dr Parker gives to me, doesn't rush and she listens.	Dr Parker
Extremely Likely	Because I have peace of mind coming here (although sometimes having to wait to be seen.)	
Extremely Likely	Very happy with the care and response given to me with my recent health problems.	
Extremely Likely	In the 25 years we have been patients at the Surgery we have been delighted with the service we have received. It is an innovative Health Centre; we heartily commend you for always looking to the next horizon. Keep up the good work.	
Extremely Likely	We have always been treated very well.	
Extremely Likely	Good service and normally able to get appointment.	
Likely	An excellent surgery with very friendly and helpful staff.	
Likely	But recent encounter with Dr.X---unfriendly, uninterested, unfortunate!	We appreciate your feedback and we shall ensure that your comments are passed on to the Doctor – however more information would be needed to fully investigate your comments.
Likely	The administration is efficient and my elderly mum had very good care from the district nurses and Dr Barnes.	Dr Barnes

Likely	Sometimes too many pills and not solving the problem.!!!	We appreciate your feedback and we thank you for your comments. If the treatment you've received is not working for you, please feel free to get in touch with the surgery and this can be discussed further.
Likely	Helpful and friendly.	
Likely	Doctors are always rushed and make you feel like you're	
Likely	Attention I have received has been good.	
Likely	Pleased with the way my family is treated.	
Likely	Very happy with my GP Dr Patrick. She has been supportive and very helpful.	Dr Patrick
Likely	Doctors/Nurses always very friendly, fantastic at seeing my babies quickly - same day appointments etc.	
Likely	(No comments)	
Likely	Because you do your best to see me and my family as quickly as possible-- very accommodating.	
Likely	Friendly service and great doctors.	

Constructive Feedback

<p>How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?</p>	<p>Can you tell us why you gave that response?</p>	<p>Actions</p>
<p>Neither likely nor unlikely</p>	<p>I would like to see a more holistic response to different symptoms--- more joined up thinking about health.</p>	<p>We appreciate your feedback and your comments will be brought up at one of the Doctors' meetings. However more information would be needed to fully investigate your comments.</p>
<p>Unlikely</p>	<p>Difficult to see the same doctor regularly and hard to get through on phone.</p>	<p>Thank you for your feedback.</p> <p>The Doctors completely agree that continuity of care is best and would always recommend for patients to see their own Doctor (wherever possible) which will make for a more efficient consultation.</p> <p>Patients are always able to book a telephone consultation with their own Doctor, which may be sooner than booking a face to face consultation.</p> <p>The Doctors have recently created additional telephone consultation appointments allocated specifically for their own patients only on a Monday and Thursday evening.</p> <p>We find that the busiest times on the telephone lines are between 8:30am and 10:30am. After these times, the lines can be quieter. We encourage patients to only call during this time if the problem is urgent on the day.</p> <p>We are often looking at ways to improve the access for patients via telephone. Staffing is also reviewed to see if there is any movement within the team to make more staff available to answer the line – <i>this work is ongoing</i>.</p> <p>It is worth mentioning that the telephone line is open between 1pm & 2pm which may be useful for patients who are able to phone during their lunch break.</p>