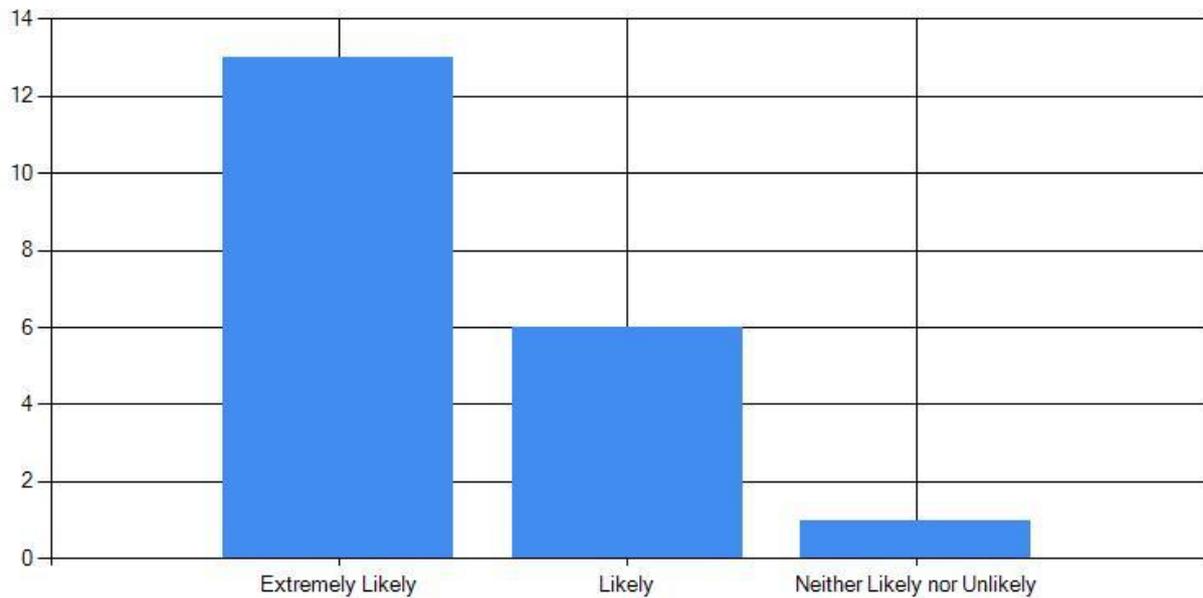


FRIENDS & FAMILY TEST RESULTS

AUGUST 2015

Total Count	20
Extremely Likely	13
Likely	6
Neither Likely nor Unlikely	1
Unlikely	0
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?	Practice Response
Extremely Likely	Years of extremely good service, helpful, responsive Doctors, prompt treatment, thoroughly followed up.	
	Because I have had very good treatment from this surgery.	
	Always very helpful in advice and support, which gives confidence to the patient.	
	Well trained reception staff. Clean.	
	The doctors listen to you, they don't dismiss you because they think your complaint is trivial.	
	Got an appointment within half an hour. Always very helpful.	
	No comments	
	I have nothing but praise for them.	
	Customer focus, trying to behave differently to old NSS old standards	
	Because you are very good to me.	
	Good GPs and nurses.	
	I think this is an excellent practice. Doctors are professional but also caring and human.	
	Because it is unusual to find a GP who has any understanding of CFS/ME let alone able to give advice-- so very helpful and realistic.	
Likely	Well organised practice, friendly helpful staff.	
	Sometimes the waiting time can be a problem, but the staff, nurses etc are very kind and helpful. I usually see a female.	<p>Thank you for your feedback. We assume this is relating to the time of waiting for the doctor or nurse to call you in for your appointment.</p> <p>We've trained our staff to ask patients for some idea of their problem. This is to help the appointments staff determine who is best to see you and also how long the appointment should be, which should result in waiting times being reduced.</p>

		<p>We also do audits on clinics & waiting times, which will allow us to see which clinicians are struggling with their appointments. We can then see what we can do to help them with this in any way.</p>
	No particular problems with the service.	
	<p>Generally very friendly doctors and nurses who are helpful. Some issues with getting an appointment, especially if you want it same week, but not an emergency. Some discrepancies with what receptionists tell you. Also was made to go to A&E to have my child's wound cleaned and dressed.</p>	<p>Thank you for your comments.</p> <p>We aim for patients to be able to see any Doctor or Nurse within 5 working days.</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>Regarding the other issues detailed in your feedback, we would be keen to hear more on this so we can raise it with our staff. Please feel free to contact our Team Leader Debbie Hyatt on 01225 866611 to discuss further.</p>
	Haven't used the practice much, but when I have, always been happy.	
	<p>Doctors and nurses on the whole try to do their best for patients, as long as they know their history/ health problems, in this practice there are only 3 doctors I can see who know my history.</p>	

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>Practice Response</p>
<p>Neither Likely nor Unlikely</p>	<p>Very hard to get an appointment, phone takes so long to get through.</p>	<p>We find that the busiest times on the appointments line 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>Staffing is reviewed to see if there is any movement within the team to make more staff available to answer the appointments line during busy period.</p> <p>It is worth mentioning that the appointments line is now open between 1pm & 2pm which may be useful for patients who are able to phone during their lunch break.</p> <p>On the practice website there is an online appointment booking system - which is available 24/7. To register for this service, please visit reception with some photo ID and they will be able to provide you with a username/password.</p>