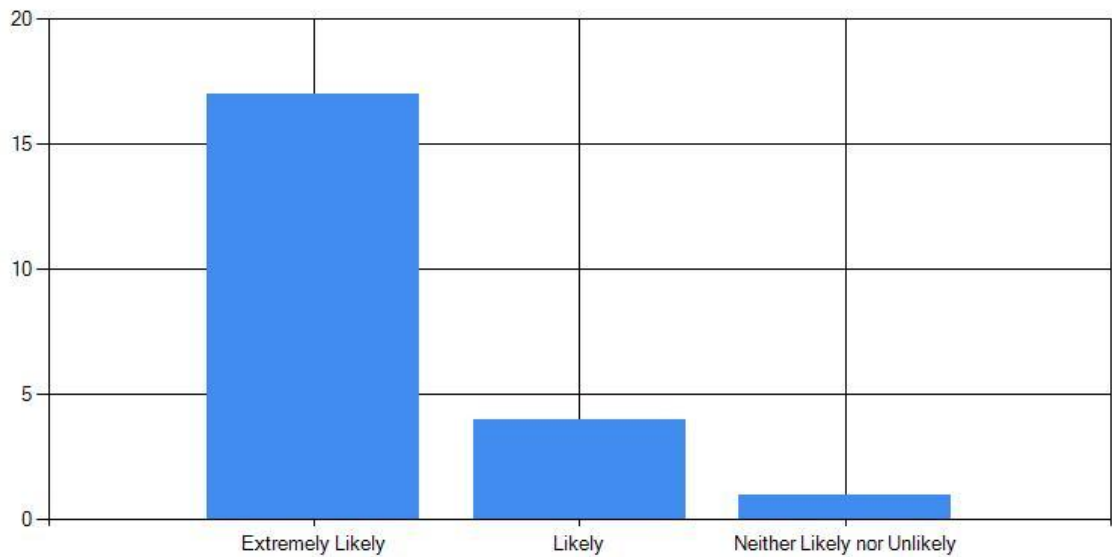


FRIENDS & FAMILY TEST RESULTS

DECEMBER 2014

Total Count	22
Extremely Likely	17
Likely	4
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?	Actions
Extremely Likely	Friendly, helpful staff.	All FFT feedback is shared with the whole practice team, with extra notifications going to those indicated below.
Extremely Likely	Since changing from another GP practice in Melksham, I couldn't believe the kind friendly manner I was given by all staff. Have already recommended St Damian's to several friends.	St Damian's Team
Extremely Likely	Extremely Likely	
Extremely Likely	I live in Bradford on Avon and I like the Practice	
Extremely Likely	I live in Bradford on Avon and I like the Practice	
Extremely Likely	Adine, the Nurse is excellent. Whenever I've needed to see somebody quickly it happens, outstanding response.	Adine Johnson
Extremely Likely	They are very helpful and have helped me a lot	
Extremely Likely	Have always received excellent communication and service by both the reception staff and the doctors/nurses. Many thanks.	
Extremely Likely	It's the only one in the town.	
Extremely Likely	I believe that my doctor (Dr Patrick) is extremely knowledgeable and efficient, but is also very understanding, sympathetic and friendly---- very important assets.	Dr Patrick
Extremely Likely		
Extremely Likely	Always very helpful	
Extremely Likely		
Extremely Likely	I feel fortunate to live near such a good GP practice.	
Extremely Likely	Excellent surgery.	
Extremely Likely	Excellent surgery.	
Extremely Likely	Very friendly practice, always able to get an appointment fast.	
Likely	Staff always friendly and helpful and can usually see doctor at time to fit in with my busy schedule.	
Likely		
Likely	I am reasonably happy with the service	
Likely	Happy with the treatment but not perfect.	

Constructive 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
Neither Likely nor Unlikely	Waiting time to see GP	<p>More detailed information is needed to enable us to act on this feedback – We are unsure if ‘waiting time’ relates to the length of time to obtain an appointment or length of time waiting in the waiting room prior to seeing the GP for the appointment.</p> <p>However, we are constantly monitoring the Doctor’s appointment availability and we are pleased to have been able to offer a routine appointment for ‘any GP’ right through until Christmas (when many other surgeries in the area have been ‘fully booked’ since early December). We have also offered a successful ‘book on the day’ service during Christmas and New Year to enable patients to be seen ‘on the day’ they have called to deal with urgent and routine problems.</p> <p>However, if the feedback was regarding ‘waiting time’ in the waiting room – on 5.1.15 we are making available a ‘waiting room survey’ for patients to complete (on the website & in the waiting room) to identify any areas for improvement . The survey includes questions about the waiting time for a GP (prior to appointment), the service provided by Reception and the general waiting area.</p> <p>We will share results of this survey on our website and will create an action plan based on these results.</p>