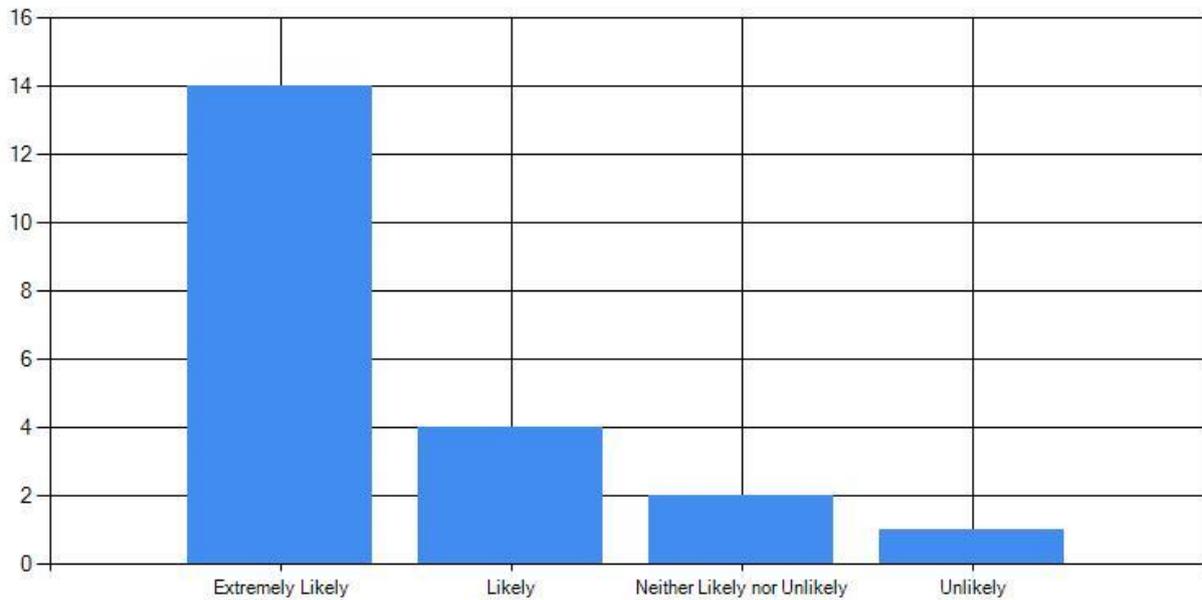


FRIENDS & FAMILY TEST RESULTS

DECEMBER 2015

Total Count	21
Extremely Likely	14
Likely	4
Neither Likely nor Unlikely	2
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?	Practice Response
Extremely Likely	Because of our extremely good doctors (Dr Parker) and of the reception	Dr Parker
	Rang at 5.05 and told I could come down straight away. Had to wait for the emergency doctor, but that's fine.	
	Great doctors and good surgery all round.	
	Excellent Nurses and Doctors	
	We have been patients, my wife and I, and have always had excellent care for nearly 50 years.	
	The doctors try to fix and deal with issues,	
	Dr Parker very caring, hope others the same.	Dr Parker
	Always helpful to us as carers of elderly parents .Everything perfect for our family.	
	Pleasant, helpful, courteous and efficient practice.	
	It is local and you receive an appointment when needed.	
	I am a new patient and all the staff have been very accommodating and responsive to my needs.	
	Practice seems well run and seems very good.	
	Nurse Gail was fabulous. I have never felt so at ease when having a smear. Completely pain free.	Gail Oughtibridge
Likely	Wish the receptionists could be a little more welcoming and friendly.	We are sorry to hear that you have not experienced a friendly welcome on the occasions you have arrived at the Practice. We will ensure this feedback is shared with the whole team for on-going training and learning purposes.
	Sometimes the music in the waiting room is very unpleasant and irritating to someone feeling unwell.	Thank you for your feedback which we will review immediately with members from our Patient Participation Group.

		<p>In January 2014, we asked 100 patients across our four sites to answer a few questions about the music that we play in the waiting rooms.</p> <p>While the results did vary, the majority of the votes leaned towards the 'classical' and 'soothing instrumental' genres; therefore we now play a variety of these types of songs.</p>
	Because appointment waits are good and kids are seen same day.	

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>Seem to have been a few things recently that do not seem to have been that good. Some things run well, others including the telephone service are less than impressive.</p>	<p>We are saddened to learn that some of your care at the Practice has not been of a good standard recently and that it has been variable. We would be most grateful and very interested to discuss these matters in more detail including the telephone service which you have identified as poor so that we can obtain more information and aim to resolve those areas for concern. Please do not hesitate to get in touch with Debbie Hyatt (Team Leader) or Sarah Smith (Team Administrator) on 01225 866611 and be assured we strive to provide our patients with an excellent service at all times.</p>
	<ol style="list-style-type: none"> 1. I find it difficult to make contact by phone to the surgery. 2. There are too few phones, very difficult to get through to appointment. Also one asks for a particular nurse and find that one gets someone else. 	<p>We understand your frustration here regarding the difficulty in getting through to the Practice on the telephone, especially the appointments line as this is an on-going challenge for us. We can confirm that we shall continue to do all that we can to help improve this.</p> <p>Our data analysis shows that the Surgery makes one appointment every minute and demand is at its highest on the telephone system between 8.30am-11am and 2pm-3pm. We thank patients for bearing with us during these busy periods and ask that patients telephone for routine appointment bookings after 11am where possible.</p> <p>The Practice is continually looking at different ways to improve access for patients to the services offered by the Surgery and encourage those patients that have internet access to register for the on-line service which offers an appointment booking and repeat prescription request facility.</p>
<p>Unlikely</p>	<p>Because I had to wait a week for an appointment. Went to the pharmacist, in meantime as bad pain.</p>	<p>The Doctors have trained the appointments team to encourage continuity of care where possible as your usual Doctor will understand your medical history resulting in a more efficient consultation, for you and the Doctor. However, the Doctors</p>

		<p>appreciate at times this may not be possible as new symptoms which have appeared quickly and are causing pain or distress need to be seen sooner than the next routine available appointment with your usual Doctor.</p> <p>The appointments team now ask for some idea of the problem when making an appointment booking for a patient so that the most appropriate appointment is offered hopefully accommodating their needs.</p> <p>You may be interested to know that the Doctors have employed Emergency Nurses (who are highly trained) offering a 'book on the day' service to help deal with certain conditions that cannot wait until the next available routine appointment. The Doctors also offer telephone consultations which may be sooner than a face to face consultation.</p>
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