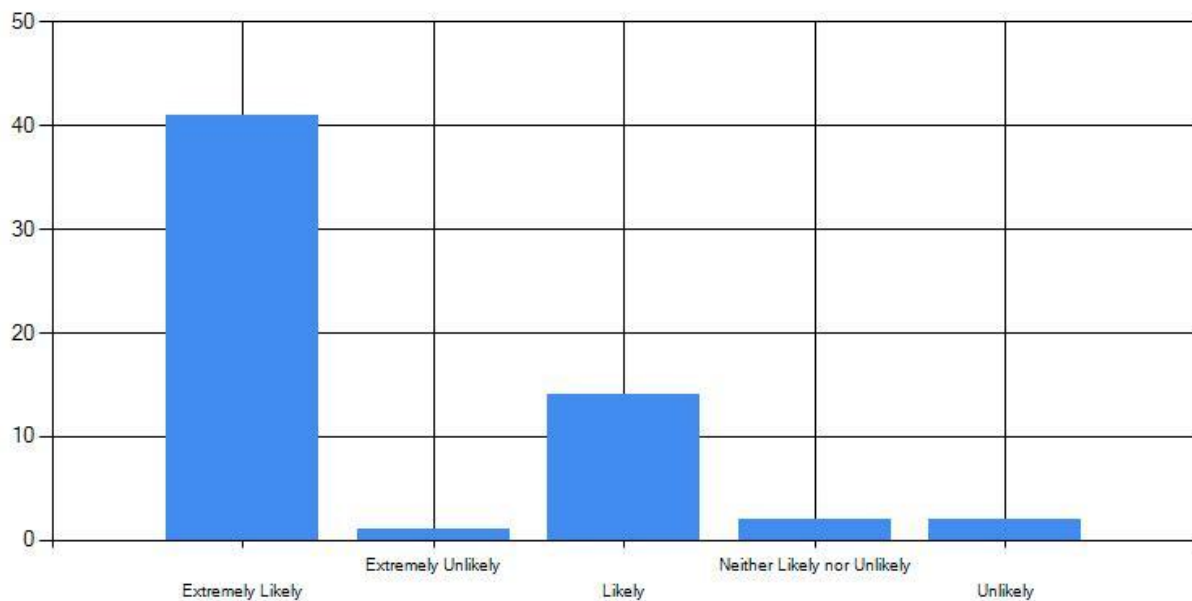


# FRIENDS & FAMILY TEST RESULTS

FEBRUARY 2015

Total Count	60
Extremely Likely	41
Likely	14
Neither Likely nor Unlikely	2
Unlikely	2
Extremely Unlikely	1
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	Dr Wyatt is the best doctor I have ever had.	All FFT feedback is shared with the whole practice team, with extra notifications going to those indicated below. Dr Wyatt
Extremely Likely	Responded to notice at check in	
Extremely Likely	Great care from doctors and nurses. Friendly team.	
Extremely Likely	Been using this health centre since 1980. Several doctors have literally saved my life.	
Extremely Likely	Have always had very good treatment here from doctors and nurses, and receptionists	
Extremely Likely	I have been to this practice since I arrived in Wiltshire in 1998. The service has been very professional, yet personal. This includes all the staff from receptionists through to the medical and nursing staff. Long may it continue.	
Extremely Likely	Friendly staff and good doctors	
Extremely Likely		
Extremely Likely	Because you always try your hardest to fit patients in on the day.	
Extremely Likely	Because more often or not the doctors/ nurses have cared. Also one doctor did a follow up phone call. Also the fabulous staff at St Margaret's could never do enough.	St. Margaret's Staff
Extremely Likely	I have received exceptional care from Dr Patrick for several years and I am very impressed, and reassured at just how thorough one is when diagnosing and treating my symptoms. I value her warmth and empathy. The admin team are efficient and polite.	Dr Patrick
Extremely Likely	Efficient, friendly receptionists, quick appointments , clear explanation given by GP/ nurses.	
Extremely Likely	I have always found the practice to be extremely friendly.	
Extremely Likely	I have always been treated with kindness and understanding	
Extremely Likely	Always been happy with treatment.	
Extremely Likely		
Extremely Likely	Very friendly and efficient.	

Extremely Likely	Dr Patrick has been excellent. All the staff are cheerful, discreet and thoughtful. Thank you.	Dr Patrick
Extremely Likely	Always had satisfaction.	
Extremely Likely	Always excellent response and treatment. Can always see a practice nurse if GP unavailable.	
Extremely Likely	Efficiently run practice	
Extremely Likely	Booked on the day to see a duty GP at 1430, and walked in 1420, and was called straight in. No waiting. Very good service	
Extremely Likely	I usually get a response/ appointment appropriate to my concern. Staff always polite and caring. Impressed with centre's continuing drive to improve services, and use modern medic to cut waiting times and utilise all the staff efficiently.	
Extremely Likely	I have never had anything to complain about for either myself or my children. I find ALL staff very helpful.	
Extremely Likely	The staff do seem interested in helping.	
Extremely Likely	Prompt response to request for appointment plus swift treatment	
Extremely Likely	Really nice staff & always very quick to help if the children are ill.	
Extremely Likely	Because I have never had anything bad to say.	
Extremely Likely	Very professional GP - takes time to explain and very helpful staff on front desk & appointments.	
Extremely Likely	I think a great deal of my Dr & most of the others I've seen. I recommend you to everyone.	
Extremely Likely	Have never had a problem with seeing a doctor/nurse when required (whatever national statistics may say!)	
Extremely Likely	Very satisfied with service.	
Extremely Likely	My husband had extreme care before he died (2 years ago) and I have also been cared for after his death. No complaints.	
Extremely Likely	Good service. Very satisfied with helpful & understanding consultation with Dr Claydon.	Dr Claydon

Extremely Likely	I have had good care on the rare occasions I have had to see the doctor, but my daughter hasn't	We are sorry to hear that your daughter has not experienced good care and would be keen to know more so that we may review and respond as best we can.
Extremely Likely	Have recently been ill & everybody here have been really helpful.	
Extremely Likely		
Extremely Likely	The only Doctors in town	
Extremely Likely	Great personable Dr. Really polite.	
Extremely Likely	The Health Centre is run very effectively and efficiently. I have never had a problem there.	
Extremely Likely	Very friendly & helpful from reception - nurses - doctors. Good appointment system. Efficient but caring - responsive.	
Likely		
Likely	Appointments are hard to get (only downside).	
Likely	A lot of doctors and nurses, quick appointment times. Ruth Vine is fantastic!	Ruth Vine (Health Care Assistant)
Likely		
Likely	Doctors are very good.	
Likely	Friendly staff.	
Likely	Because I think it's quite good.	
Likely	Treatment/service at appointments is good but sometimes very difficult to get appointment - particularly with named GP	
Likely	The treatment has always been good and all the staff are friendly and helpful.	
Likely		
Likely	Satisfied customer.	
Likely	It's the only choice now in BoA (I preferred St Margaret's when it was separate)	
Likely	I can only comment doctors and nurses I see. Generally a good health service.	
Likely	Last two times I have seen the doctor they always say "Quickly, I am busy you know".	

## 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	Nice doctors, but always late it seems.	<p>Thank you for your feedback. We have recently carried out a patient survey (in the waiting room and on the website) and the results show:</p> <p><i>76% of patients waited in the waiting room less than 20 minutes for their last ROUTINE appointment and 74% of patients rated the length of their wait to be either good, very good or excellent.</i></p> <p><i>Patients were then asked how long they waited in the waiting room to be seen for their last URGENT (same day) appointment but 31% of patients did not answer this question. Of the 69% of patients who did answer, 55% felt they waited less than 30 minutes to be seen and 43% rated this length of time to be either good, very good or excellent.</i></p> <p>In response to this feedback we have created an action plan which has been signed off by the Patient Participation Group and includes:</p> <p><i>“The Bradford on Avon Health Centre and Winsley patients both indicated they would prefer to be notified on the check in machine if there was a delay. This will be looked into by the IT technician at the practice and if possible it will be implemented”</i></p> <p>To see the full survey results please visit the practice website and click on ‘patient surveys’</p>
Neither Likely nor Unlikely	Because patient/GP relationships are very personal and we're all different!	

Unlikely	Reception staff often rude. Poor experience with GP advice regarding my daughter.	<p>More information is needed for us to fully act on this feedback but we thank you for providing these comments which we will certainly reflect upon. In addition we thought it would be helpful to share the results of a recent patient survey we held in the waiting room (and on the practice website) which provided feedback about the reception team:</p> <p><i>“Patients were asked to rate their satisfaction of the overall service provided by reception and on average 84% of patients felt the service was either excellent or very good and Winsley patients provided the highest score of 91%”</i></p>
Unlikely	Not friendly	<p>More information is needed for us to fully act on this feedback. However, it is always our aim to deliver a high quality service to our patients.</p>
Extremely Unlikely	Problem to get an appointment	<p>Thank you for this feedback – we presume the problem highlighted here is the wait time on obtaining an appointment rather than the appointment booking process.</p> <p>For routine appointments, we aim for patients to be able to see any Doctor or Nurse within 5 working days.</p> <p>If you require an <i>urgent</i> appointment you will be seen by a healthcare professional on the same day. In the first instance you will be offered an appointment with the Emergency Nurse and, if necessary, you may be asked to see the Emergency Doctor.</p> <p>Overall capacity of appointments is monitored so that Doctors make the best use of their time and be available to see their own patients as much as possible.</p> <p>To get the best from us it is essential that you take guidance from the Appointment staff. This will ensure you are booked in with the most appropriate clinician taking into account continuity of care - or you may even be helped straight away by another member of the practice team (i.e. sickness certificates, referral query, etc.).</p> <p>The Doctors have recently created additional telephone consultation appointments so that patients may speak to their own Doctor sooner than waiting for the next face to face appointment.</p> <p>The Practice is also in the current process of recruiting a new GP to fill a vacancy of 5 routine surgeries per week which should reduce wait times.</p>

