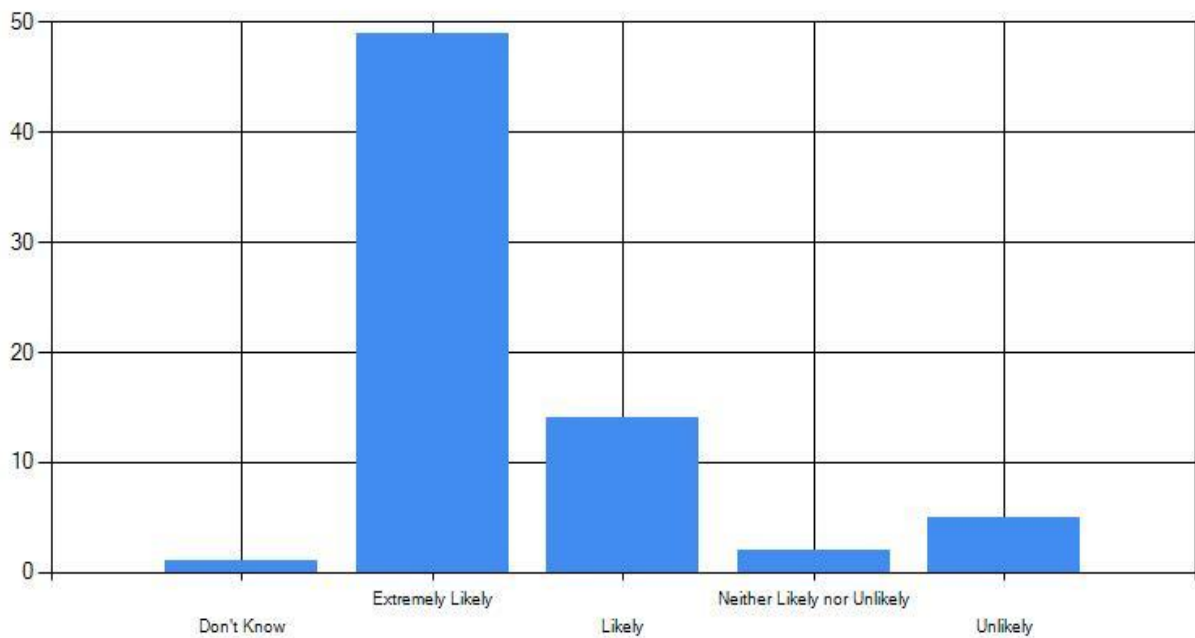


FRIENDS & FAMILY TEST RESULTS

JANUARY 2015

Total Count	71
Extremely Likely	49
Likely	14
Neither Likely nor Unlikely	2
Unlikely	5
Extremely Unlikely	0
Don't Know	1

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 staff and doctors all seem efficient and friendly too.	All FFT feedback is shared with the whole practice team, with extra notifications going to those indicated below.
Extremely Likely	Staff and doctors are very friendly and professional.	
Extremely Likely	Always helpful, polite and if needed, can accommodate an appointment asap.	
Extremely Likely	Very satisfied by the service given.	
Extremely Likely	All the doctors I have seen are sympathetic and caring and are good at getting to the heart of your problem.	
Extremely Likely	Treatment always good and generally on time	
Extremely Likely	I am very happy with my doctor and all the facilities	
Extremely Likely	Best surgery I have ever used.	
Extremely Likely	Because in the past 9 years myself and all the family members have received outstanding care.	
Extremely Likely	I have always had good attention and kindness from all concerned.	
Extremely Likely		
Extremely Likely	Helpful staff, good Dr Wyatt	Dr Wyatt
Extremely Likely	I have always been very satisfied with all aspects of my medical care.	
Extremely Likely		
Extremely Likely	I am not a regular visitor, but as this is my 2nd visit, I felt I would make a comment. Superb music in the waiting area, allowing ill and not so ill patients to worry less. Very friendly Reception staff. 0845 7th Jan	
Extremely Likely		
Extremely Likely	My opinion of this practice is that everyone is very professional, very helpful and very welcoming.- God bless you all	
Extremely Likely	Excellent service -- so far!	
Extremely Likely	What is the alternative?	
Extremely Likely	Everyone is so helpful; you will always be seen on same day if necessary. All my family feel you look after us well.	

Extremely Likely	Always listens and never harries you	
Extremely Likely		
Extremely Likely	I have always had very good service by the practice	
Extremely Likely	Friendly staff and clean facilities.	Cleaning Team
Extremely Likely	Some doctors are excellent; thorough and intelligent	
Extremely Likely	I have always been pleased with the treatment I have received.	
Extremely Likely	I have always received very good service here	
Extremely Likely	One of the few practices that is efficient, courteous and caring and will do their best to help.	
Extremely Likely		
Extremely Likely	Responsive reception, good balance of doctors and nurses to see.	
Extremely Likely	Always able to make an appointment. Doctors efficient and thoughtful. Receptionist helpful. Nurses***.	
Extremely Likely	Because you are always helpful, go the extra mile to organise appointments/ phone calls when required. In the 6 years I have been registered here I have never been disappointed. Thank you	
Extremely Likely	Always had excellent care and attention, as have many other family members.	
Extremely Likely	Very happy with service.	
Extremely Likely	Always able to get an appointment.	
Extremely Likely	Very fast response to see triage Nurse (Lynne) on both visits. Thank you.	Lynne Richardson
Extremely Likely	Very satisfied with how the surgery is run, very pleasant and friendly staff.	
Extremely Likely	Because I'm very satisfied with my care and treatment.	
Extremely Likely	Excellent proactive care	
Extremely Likely	The practice in general very friendly and always manage to get an appointment, when required.	
Extremely Likely	The staff, and the practice generally, have always been extremely supportive at difficult times in my life - whether the problems are simply medical or if some extra help (for example, by way of providing letters, written confirmation etc), is required. And I have never had trouble in seeing a doctor or nurse at short	

	notice if necessary. The practice generally has the "can do" approach.	
Extremely Likely	Been here for 35 years and is getting better.	
Extremely Likely	The care delivered by this health centre is always superb	
Extremely Likely	Most happy with the appointment system and telephone consultation. Staff very polite and helpful	
Extremely Likely	Staff always do their best in spite of a busy workload.	
Extremely Likely	Very competent, friendly, caring service from doctors, nurses, and all staff.	
Extremely Likely	Because the doctors/nurses are gracious and helpful, and there is a lovely atmosphere here.	
Extremely Likely	Brilliant that you can get usually a same day appointment for minor things.	
Extremely Likely	Doctors listen carefully and were very helpful with alternative treatments. I felt they cared.	
Likely	This is the only GP practice in the area that I have experience of. No problems so far.	
Likely	Most of the time I get good service.	
Likely		
Likely		
Likely		
Likely	Good service, staff very quick and polite.	
Likely		
Likely	Have always been dealt with efficiently	
Likely		
Likely	It is in general an excellent practice.	
Likely	Happy with treatment I received and to be seen so quickly by a GP.	
Likely	Very good nursing staff, extremely kind.	
Likely	Have generally received good care.	
Neither Likely nor Unlikely	Don't talk to people about doctors	

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	Some excellent GPs. Depends on problems. For mental health I would go elsewhere.	<p>More information is needed for us to fully act on this feedback. However, we can share that the Practice has strong links with the LIFT Psychology service where appointments can be booked, by the patient (without needing to see the Doctor first), to see a Mental Health Practitioner at St. Margaret's Surgery in Bradford on Avon or St. Damian's Surgery in Melksham. See Reception to book an appointment.</p> <p><i>For more information on the LIFT service and the courses they have available, please visit their website – www.lift.awp.nhs.uk</i></p>
Unlikely	<p>I think the doctors and nurses are amazing and generally the practice is superb BUT there is a serious issue with making appointments.</p> <p>As a working parent I find it near impossible to get through by phone and do not have the time to wait on hold for at least 10 mins just to get through.</p> <p>This is not a criticism at all about the practice itself, but many times I have needed an appointment and just given up. (1600 19 Dec)</p>	<p>Thank you for the feedback.</p> <p>We are often looking at ways to improve the access for patients via the appointments line and are currently reviewing to see if it is possible to open the appointments line (at The Health Centre, BOA) a little earlier, 8.00am-8.30am.</p> <p>Staffing is also reviewed to see if there is any movement within the team to make more staff available to answer the appointments line – <i>this work is ongoing.</i></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>

Unlikely	Think the practice need to text how late the doctor is running. Would be very useful.	Patients are welcome to ask at reception if there are any current delays. Unfortunately, we do not have software to support this facility.
Unlikely	I have to wait at least 2 weeks to see my doctor. I'm elderly and want continuity, not explaining over and over to other doctors.	<p>The Doctors completely agree that continuity of care is best and would always recommend for patients to wait to see their own Doctor, wherever possible.</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>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 in the current process of recruiting a new GP to fill a vacancy of 5 routine surgeries per week which will help reduce wait times.</p>
Unlikely	Reception team not always helpful - there an assumption that patients understand practice process and procedures despite that knowledge not being published. Feel a more compassionate, patient and polite approach would be more productive.	<p>Thank you for your feedback. It is always our aim to deliver a high quality service to patients.</p> <p>We will use this feedback as a learning tool to remind the team to not use jargon in their conversations with patients and to ensure processes are explained fully.</p>
Unlikely	Accident on 02 Nov 2014 (wrist and rib damage). Went to reception 09.30 03 Nov, explained situation and asked to see a doctor or nurse, and was told this impossible as none were	<p>Thank you for your comments on this topic.</p> <p>We can confirm that patients who sustain an injury are asked by surgery staff to attend the nearest minor injury unit (MIU) as the practice does not have all the necessary equipment to deal with the problem (x-ray service for example). More information about what conditions are best dealt with at MIU can be found in the patient information leaflet 'your local minor injuries unit' (available in the waiting room).</p>

	<p>available to see me. Did not suggest an alternative appointment. Directed to Trowbridge Minor Injuries. I don't have any issues with the doctors or nurses at the health centre only with the booking in receptionist concerned.</p>	<p>We have shared this specific feedback with the Patient Participation Group (PPG) to ask how we can better inform patients and the PPG have asked for surgery staff to provide patients with a copy of the (previously mentioned) leaflet when discussing the service provided by MIU.</p> <p>The PPG also asked for the surgery to publicise MIU information more widely in the Practice by putting it onto the TV screens in the waiting areas.</p> <p>We will implement these measures immediately.</p>
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