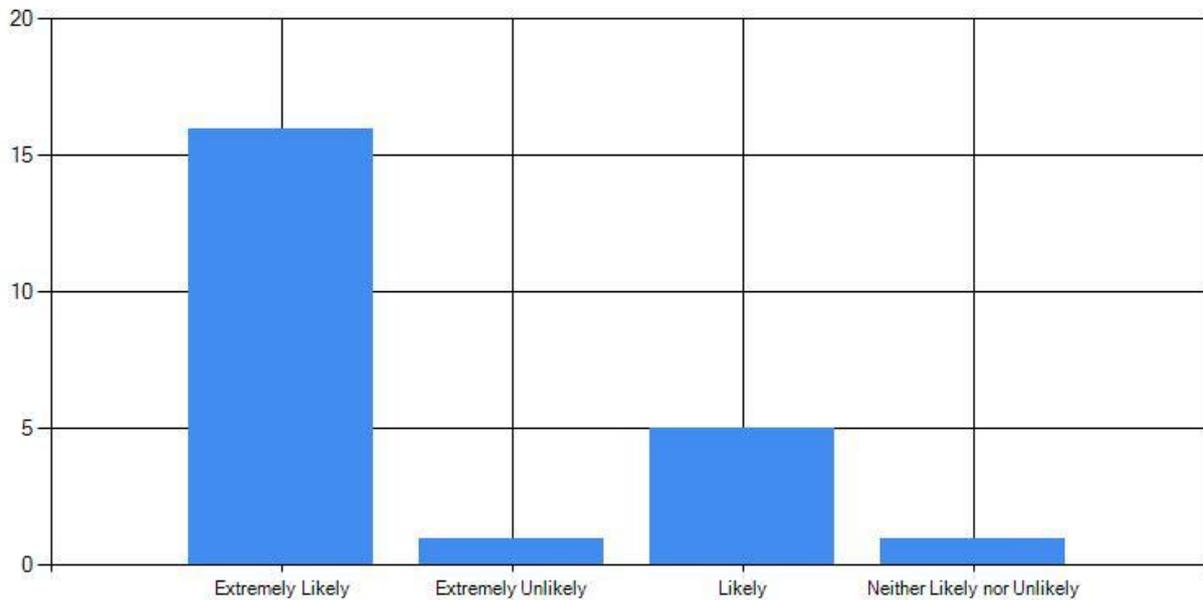


FRIENDS & FAMILY TEST RESULTS

JULY 2015

Total Count	23
Extremely Likely	16
Likely	5
Neither Likely nor Unlikely	1
Unlikely	0
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?	Practice Response
Extremely Likely	The care we receive as a family is and has been excellent and is really deserving of a great review. The doctors, nurses, reception and the 'behind the scenes' team of staff do a fabulous job. 5* this covers the group but in particular St. Damian's & The Health Centre, B-o-A.	All FFT feedback is shared with the whole practice team, with extra notifications going to those indicated below.
	I have been with St Damians when the surgery was at Place Rd, I have friends who attend other surgeries and don't have the service we receive	St Damian's Surgery
	Usually very good. Confusion often over renewing prescriptions/repeat dispensing.	<p>Thank you for the feedback.</p> <p>We're not currently aware of any issues of this service. However we are keen to understand more about the problems you are experiencing.</p> <p>Therefore we would recommend that you contact the prescription queries line or our Team Leader, Debbie Hyatt on 01225 866611.</p> <p>We can then talk through the problems you're having and find a resolution for you.</p>
	Staff are friendly, professional and caring and helpful	
	Friendly and efficient service.	
	Usually good appointment availability.	
	Because of the doctors and reception.	
	I have been registered here for over 30 years and have watched the practice progress with the times to do as much as possible to help the patients.	
	I have always been very happy with my GP practice.	
	Very satisfied with prompt and professional	

	handling, whenever required.	
	Good doctors	
	No Comment	
	Most satisfied with quality of medical care provided.	
	Good service, helpful staff at reception, lots of doctors, good treatment from GP's.	
	Fortunately I do not need medical services often but I have had good treatment on all occasions.	
	No comment	
Likely	This is one of the few medical surgeries where there is no cold drinking water on offer	<p>Thank you for your feedback.</p> <p>We can confirm that we have always had water dispensers available to patients at The Bradford on Avon, Winsley Surgeries.</p> <p>A dispenser was fitted at St Margaret's Surgery in May 2015 and as of August 2015; we now have a water dispenser installed at St Damian's.</p>
	Happy with the care provided.	
	I always have a positive experience and feel I am being cared for.	
	All good but I find it hard to find appointments.	
	I can mostly get an appointment when I ask. Good cover provided by triage nurses when appropriate. All staff polite and friendly and empathetic.	

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?	Practice Response
Neither Likely nor Unlikely	Generally speaking I never recommend doctors, restaurants and holiday destinations.	
Extremely Unlikely	Rude receptionists	<p>We pride ourselves on giving the highest standard of care to our patients in all areas, so we are saddened to hear of your experience.</p> <p>In order for us to fully investigate your comments, more information would be needed so that we may address your concerns with as much detail as possible.</p> <p>Should there be anything further you wish to add (or if another patient has similar feedback) please click on the following link http://www.boamhp.co.uk/info.aspx?p=8 to read the 'Have Your Say!' flyer (or pick up a copy of this leaflet in the waiting room) to find out the different ways you can provide any feedback.</p>