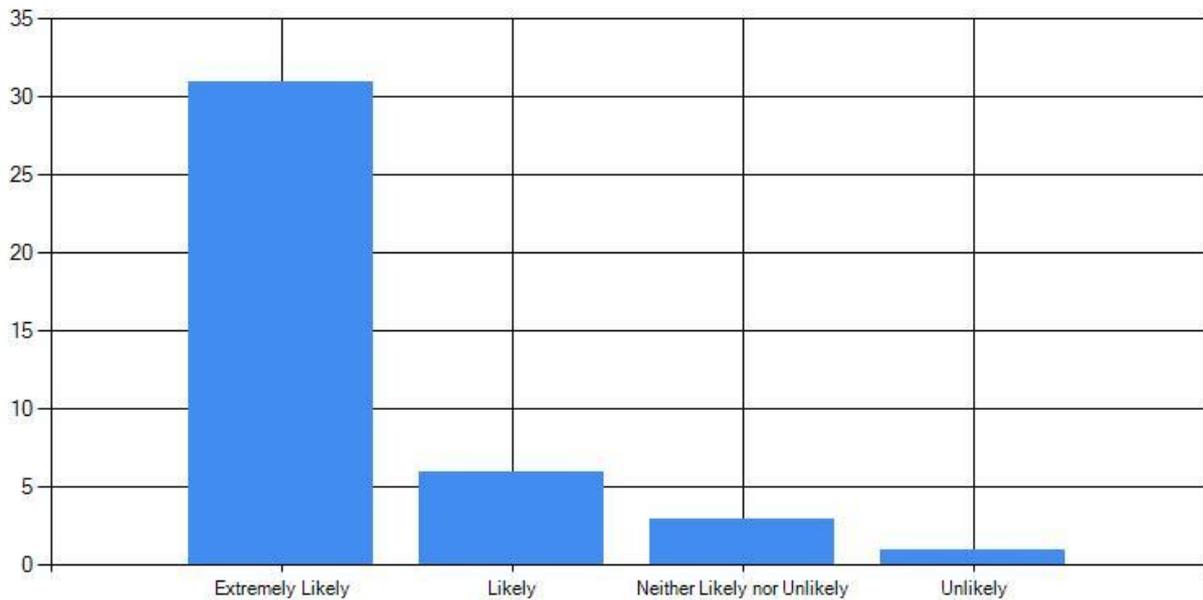


FRIENDS & FAMILY TEST RESULTS

JUNE 2015

Total Count	41
Extremely Likely	31
Likely	6
Neither Likely nor Unlikely	3
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	Dr Wyatt is fab! My parents couldn't ask for better.	Dr Wyatt
	Very nice practice	
	Always given a warm welcome and caring attitude.	
	I have been a patient here for over 40 yrs and am very satisfied with the care I have had and am receiving still. Thank you!	
	Because I have always been happy with the service.	
	Because I have always received excellent care.	
	I have had very good attention to all my questions and requirements.	
	Easy to get appointments.	
	All the staff are very professional and courteous and accommodating, at all times.	
	I think this is the best practice in Melksham friendly, polite and understanding.	St. Damian's Surgery
	Good efficient convenient service.	
	Very helpful staff. Transferred from a larger practice and very glad I did!!	
	On behalf of my partner and myself, we have always been impressed with the service throughout reception through to doctors and nurses.	
	I find the service and staff extremely good and if they can they will help at all times.	
	Excellent, professional, polite, FIRST CLASS.	
	I've always had helpful, sympathetic, competent treatment from the doctors, nurses and admin staff.	
	Can get an appointment when required, like doctors I see.	
	I'm very pleased with all aspects of my care here.	
	When you need an appointment, if it's urgent you get it straight away.	
	Always happy with the service I receive.	
	Because this place is awesome.	
	Everyone is so helpful.	
	Staff always very friendly and helpful. Feel the doctors actually care.	

	It's the only surgery in town!	
	I am completely satisfied with the care I have.	
	Always had wonderful treatment from all.	
	I've always had great service from this practice. I get appts quickly and have had good advice and care	
	Personalised service, treated like a human being.	
	Everyone is very friendly and helpful	
Likely	A friendly helpful place.	
	Mostly very good, but emergency doctor inadequate.	Thank you for your feedback, however more information would be needed to fully investigate your comments regarding the Emergency Doctor to understand where improvements would need to be made.
	The health care assistant was very nice, friendly, reassuring, and efficient. Thank you.	Health Care Assistant

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>	<ol style="list-style-type: none"> 1. Question. Why does it take so long to see my own doctor up to 3 weeks? 2. Quality of care good, but waiting times for appts unreasonable 3 weeks (non emergency) 	<p>The Doctors are keen for continuity of care and would always recommend a patient to see their usual Doctor for on-going conditions.</p> <p>We continually review our appointment system and are always looking at alternative ways to help meet any increased demand on our services.</p> <p>To help patients gain easier access to their own GP, the Doctors have provided more telephone consultations so that patients may speak to their GP sooner than waiting for a face to face consultation.</p> <p>To help patients book appointments with their GP for on-going matters, we ensure that patients are able to book a routine appointment 6 weeks in advance.</p> <p>The Doctors appreciate that there are times when a patient may need to be seen sooner by an alternative Doctor or Health Professional as new symptoms which have appeared quickly are causing pain or distress. Therefore, the Practice regularly monitors the appointment system to ensure there is an appointment always available within 5 working days to see a Doctor or Emergency Nurse.</p>

<p>Unlikely</p>	<p>Reception/admin/prescription services poor. Doctors good.</p>	<p>We are always keen to receive feedback so that we may reflect on and try to improve on those areas where we have not performed as expected.</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>
<p>Unlikely</p>	<p>Difficult to access appointments for routine referrals for private physio treatment, many other GPs will do via a telephone call.</p>	<p>Thank you for taking the time to provide us with this feedback.</p> <p>We presume here that you are describing the process where by a referral is sometimes required by your GP for private Physiotherapy if you have a complex medical history or there is relevant clinical information stored in your medical record that would be helpful for your Physiotherapist to be aware of such as MRI scans, consultant letters etc. A referral may also be needed by your GP if you have private health insurance and would need evidence in order to claim.</p> <p>We can confirm that patients experiencing new symptoms such as back pain will need a face to face consultation with a GP before a referral can be done. This is so a physical examination may be performed to ensure the most appropriate options are given to the patient before a decision is made.</p> <p>For those patients that have on-going symptoms and their GP has seen them before about this, a referral may be done over the telephone.</p> <p>The Surgery is continually looking at appointment demand and at times when demand is high, additional slots are put in where possible to alleviate this.</p>