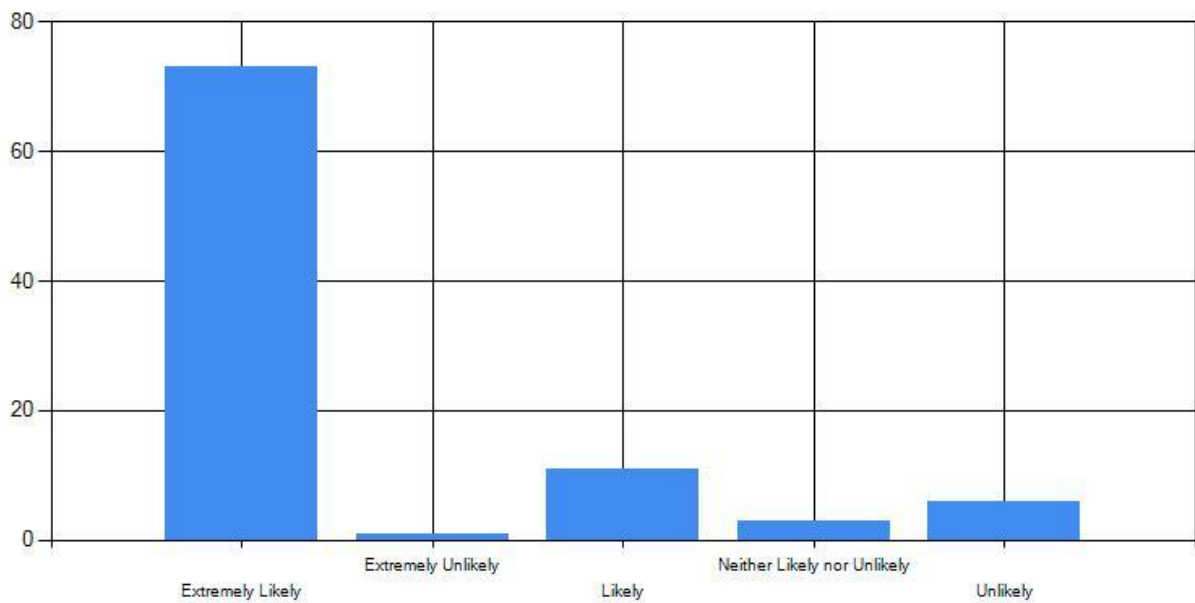


FRIENDS & FAMILY TEST RESULTS

MARCH 2015

Total Count	94
Extremely Likely	73
Likely	11
Neither Likely nor Unlikely	3
Unlikely	6
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	I have always received a very good service from the practice.	All FFT feedback is shared with the whole practice team, with extra notifications going to those indicated below.
Extremely Likely		
Extremely Likely	On behalf of my aunt, PLO lady organised visits by District Nurse and home visit by Doctors.	PLO
Extremely Likely	I have always received excellent care.	
Extremely Likely	Everyone incredibly Helpful and kind.	
Extremely Likely	I have been with this surgery for many years and would always have good reasons to recommend.	
Extremely Likely	Excellent service, friendly staff, and most of all very good medical advice.	
Extremely Likely	Had only experience at this practice.	
Extremely Likely	Always very pleased with the practice for over 30 years.	
Extremely Likely		
Extremely Likely	Very good service, thorough. Carrying through supporting (diabetes) weight loss.	Diabetes Team
Extremely Likely	I have always received the best treatment.	
Extremely Likely	I've always excellent attention and help.	
Extremely Likely	We have always received wonderful treatment and support.	
Extremely Likely	Appointment waiting time is very quick, and always the best is done.	
Extremely Likely	Your receptionists listen and are very helpful. If I cannot see a doctor, I can see the Triage nurse or emergency nurse, almost always on that day	Reception Team
Extremely Likely	I can always get an appointment within reasonable time and am very satisfied with my treatment.	
Extremely Likely	A good surgery, I have always been looked after well.	
Extremely Likely	We have always (32yrs) had a fantastic, personal service here.	
Extremely Likely	I have experienced nothing but an excellent service, since moving to Winsley in2012, from this practice.	Winsley Health Centre
Extremely Likely	Always manage to get an appointment with someone.	
Extremely Likely	Improvements have been acted upon, waiting times reasonable. Staff are good and committed.	

Extremely Likely		
Extremely Likely	Because I have always been treated with respect and any matters that I bring to the surgery are treated with, and quickly.	
Extremely Likely	Always received good customer care.	
Extremely Likely	I have had 10 years of excellent treatment from all the medics including one including one swift action that saved my life!	
Extremely Likely		
Extremely Likely	Because of the service, patient care, and politeness of everyone in the practice.	
Extremely Likely	I have found all the staff to be efficient, caring, thoughtful and informative.	
Extremely Likely	Always easy to get an appointment. GPs are clear and kind.	
Extremely Likely	I am almost always looked after with sympathetic care and attention.	
Extremely Likely	Always excellent care. GPS listen to you.	
Extremely Likely	Staff always helpful and professional.	
Extremely Likely	I have always found the Doctors and nurses to be very thorough, professional and friendly and when needs be, sympathetic as well.	
Extremely Likely	I have always received helpful, courteous and efficient service (with occasional notable exceptions).	
Extremely Likely	I have received very good care through the years at this surgery.	
Extremely Likely	Although not perfect the practice is very well run. The staff and doctors are always helpful.	
Extremely Likely	Because the check-in terminal suggested it. I have had amazing care. I know there's sometimes when appointments run late, but that is the nature of a service in high demand.	
Extremely Likely	Very satisfied with appts booking and GP attention.	
Extremely Likely	Usually very well accommodated.	
Extremely Likely	For the excellent service always provided.	
Extremely Likely	I am extremely happy with this practice.	
Extremely Likely	Very friendly, nice facilities.	
Extremely Likely	Always helpful and obliging.	
Extremely Likely	Good support and help from all staff.	
Extremely Likely	All staff are helpful and friendly and respond positively to your needs.	
Extremely Likely	Good people.	
Extremely Likely	Because you all deserve to have excellent feedback.	
Extremely Likely	Easy appointments	
Extremely Likely	Caring and helpful doctors and staff.	
Extremely Likely	Effective care of self and my wife.	
Extremely Likely	Very good care.	
Extremely Likely	Very prompt reply to my tel call and when I arrived was seen by the nurse on time.	

Extremely Likely	Recently always seen on time. My son is under 1 and when I needed an emergency appt, I was always offered one.	
Extremely Likely	Great service, nice staff, happy with speed of getting appointments.	
Extremely Likely	Always wonderful care.	
Extremely Likely	My family and myself have always received excellent service.	
Extremely Likely	Great service and great doctors. Easy to get appt.	
Extremely Likely	Very impressed with proactive care given by Dr Heffer and his colleagues. Nursing staff outstanding too. Practice innovative eg leg clinic, working more closely with social care.	Dr Heffer Nursing Team Leg Club
Extremely Likely	Always able to explain my symptoms to my GP. Friendly caring manner by all.	
Extremely Likely	Always helpful and accommodating and cheerful.	
Extremely Likely	I already have. Service is always good, staff great and appointments swift.	
Extremely Likely	Is there another doctors in Bradford	
Extremely Likely	I think our Doctors are marvellous	
Extremely Likely	I have been at the practice for years & have received very good care & treatment.	
Extremely Likely	I am very satisfied with our GP practice	
Extremely Likely	Because the staff and friendly and helpful	
Extremely Likely	Been impressed since joining 4 months ago	
Extremely Likely		
Extremely Likely	Everyone is so helpful.	
Extremely Likely	I find this practice to be very caring and professional	
Extremely Likely		
Extremely Likely	I have been cared for, for years. I am well treated and my needs are met as far as possible. I am very happy with my care.	
Likely	Appointments available quicker than other surgeries. Choice of Melksham or Bradford.	
Likely	Convenient location in pleasant waiting environment.	
Likely	Always get a prompt appointment and get through advice.	
Likely	Trustworthy service. Courtesy	
Likely	Young person confidentiality.	
Likely	Generally satisfied with service, staff pleasant.	
Likely	I have been a patient here for 20+ years.	
Likely	Dr Chisnall is exceptional. Reception staff are (usually) very patient. Thank you.	Dr Chisnall
Likely	Staff are friendly and professional.	
Likely	Friendly helpful staff.	

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	Wasted opportunities. Results service. Delay in information/ delays in booking appointments.	We appreciate your feedback, but more information would be needed to fully investigate your comments. In the meantime we felt it would be helpful to mention that there is a results service information leaflet available in the waiting area and on the practice website which describes what to expect from the surgery.
<p>Neither Likely nor Unlikely</p> <p>Extremely Unlikely</p> <p>Extremely Unlikely</p> <p>Unlikely</p>	<p>1. No continuity of care – doctors booked up so long in advance that I rarely see the same one. It’s also very difficult to get an appointment in the next day or two for a problem that is not extremely urgent, but is too important/ worrying to leave for longer. The care is great when you can get it. I would not recommend the surgery for the reasons above, but where else can we go? Hence my tick.</p> <p>2. It is very hard to get an appointment with my GP. Just had to wait one month. Hard to get time needed due to business of practice. Feel guilty using up GP time. I presume problem is related to funding, if not practice should have more GPs or reopen St Margaret’s.</p> <p>3. Never get to see own doctor.</p> <p>4. Far too long to wait for an appointment with ‘own’ doctor.</p>	<p>Thank you for your feedback. The Doctors completely agree that continuity of care is best and would always recommend for patients to see their own Doctor (wherever possible) which will make for a more efficient consultation.</p> <p>Patients are always able to book a telephone consultation with their own Doctor, which may be sooner than booking a face to face consultation.</p> <p>The Doctors have recently created additional telephone consultation appointments allocated specifically for their own patients only on a Monday and Thursday evening.</p> <p>If you require an <i>urgent</i> appointment because new symptoms have appeared quickly and are causing you pain or distress, 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>See above</p> <p>See above</p>

Neither Likely nor Unlikely	I felt very poor examination and was not pleased.	We are sorry to hear that you have not experienced good care and would be keen to know more so that we may review and respond the best we can.
Unlikely	Appointments line always long wait--difficult to get appointments. Invariably a long wait even when on time for appointments---really challenging with young (ill) children.	<p>Thank you for the feedback.</p> <p>We find that the busiest times on the appointments line are between 8:30am and 10:30am. After these times, the lines can be quieter. We encourage patients to only call during this time if the problem is urgent on the day.</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 at 8.00am.</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> <p>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 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 good, very good or excellent.</i></p>

		Patients are welcome to ask at reception if there are any current delays.
Unlikely	The waiting time when you call for an appointment is ridiculous.	Thank you for your feedback. We presume the problem highlighted here is the wait time in obtaining an appointment rather than the appointment booking process.
Unlikely	Because it takes too long to get to see a doctor.	For routine appointments, we aim for patients to be able to see any Doctor or Nurse within 5 working days. To help with appointment demand, the Doctors have employed Emergency Nurses (who are highly trained) to deal with new symptoms patients may have that are causing pain or distress that cannot wait for the next routine appointment. The receptionists are trained to understand which conditions the Emergency Nurses can treat enabling the Doctor to spend more time on the complex conditions or on-going problems other patients may have.
Unlikely	A lot of my family and friends seem satisfied with their present GPs	Thank you for your feedback.
Extremely Unlikely	Too many mistakes across the board. Poorly run.	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.