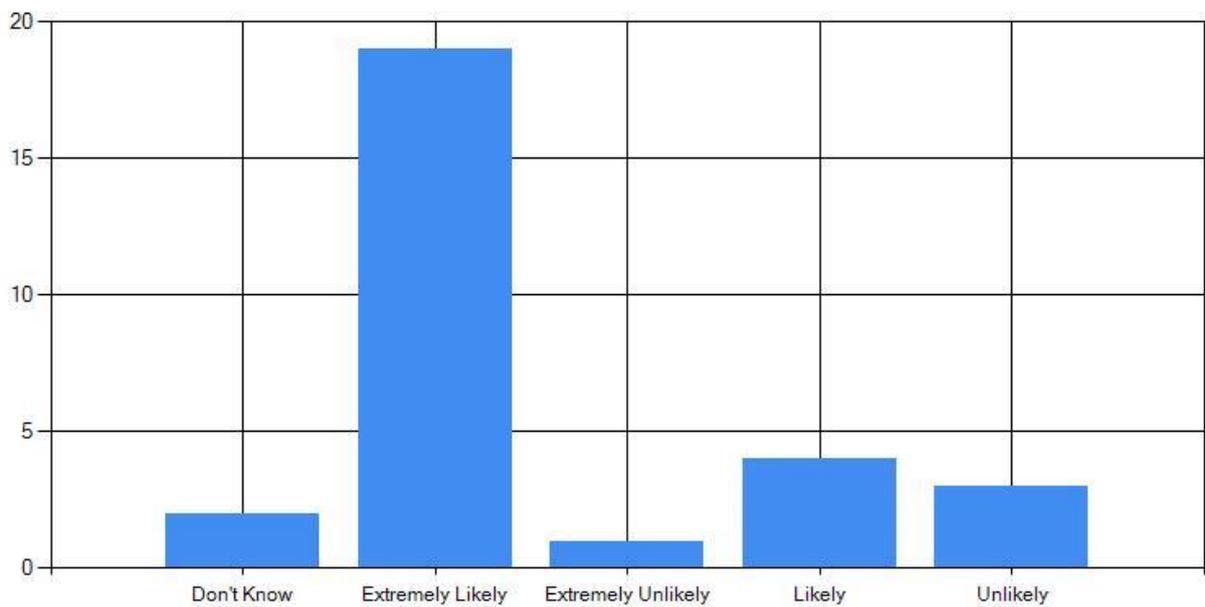


# FRIENDS & FAMILY TEST RESULTS

NOVEMBER 2015

Total Count	29
Extremely Likely	19
Likely	4
Neither Likely nor Unlikely	0
Unlikely	3
Extremely Unlikely	1
Don't Know	2

**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 nurse was very clear and comprehensive with what I had to do to help myself.	Nursing Team
	Excellent GP service normally.	
	Marvellous helpful staff	
	Helpful, proactive, well organised. Good medical treatment, they listen to the patients.	
	Always friendly, professional and available.	
	Everybody--Drs and all the staff so helpful.	
	Always helpful, timely and professional. Most helpful is the emergency nurse daily service and the telephone calls with the doctor.	Emergency Nurse Team
	Have always found this surgery very efficient and helpful.	
	Excellent service. Thanks.	
	Staff is always superb, professional and compassionate.	
	Excellent help from reception and nurses. Good availability to doctors.	Reception Team Nursing Team
	Pleasant doctors and making appts relatively easy.	Doctors
	Pleasant and helpful staff. Easy to get an appt, if happy to see triage and not which doctor you see.	
	Very happy with level of service.	
	Have always had wonderful care and attention from Drs and all staff as have many of friends and family.	
Likely	The staff are friendly and polite. So far the service is good. Very good.	
	I have been happy with the care generally.	
	Dr Paterson is great	Dr Paterson

## 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
Unlikely	<ol style="list-style-type: none"> <li>1. My GP is excellent but next available appt is 2 weeks. This must be addressed</li> <li>2. Always difficult to get an appointment.</li> </ol>	<p>Thank you for taking the time to provide us with this feedback.</p> <p>We can confirm that there are occasions when a patient's 'Doctor of choice' is not always available as soon as the patient would like. To help alleviate wait times the Practice continually monitors appointment capacity and additional slots are added where possible.</p> <p>The Doctors strive for continuity of care and would always encourage a patient to see or speak to their usual Doctor for an on-going routine problem. We can confirm that the Doctors are always looking at ways to improve contact with their own patients and provide flexibility with their appointment availability.</p> <p>You may find that when needing medical help or advice you generally ask for a face to face appointment with your Doctor in the first instance, however, availability of routine telephone consultations with your Doctor are often sooner.</p> <p>If you require an urgent appointment that cannot wait until the next routine available appointment, please be assured that you will be seen by a healthcare professional on the same day.</p>
	Had to come to BOA to see nurse as no one I could see in Melksham--very frustrating.	<p>We are sorry that on this occasion you were unable to obtain a Nurse appointment at your preferred location of St. Damian's Surgery (Melksham).</p> <p>We aim to provide a routine Nurse clinic at this branch site from Monday to Friday each week. We assume your experience here was due to needing a more urgent appointment with the Emergency Nurse for your symptoms/problem. We can confirm that an Emergency Nurse is currently based at St.</p>

		<p>Damian's Surgery to support the Doctor with any clinical matters unable to wait until the next routine available appointment.</p> <p>On the occasions when an Emergency Nurse is not at St. Damian's Surgery and you need 'on the day' medical attention, the reception team are trained to offer you an alternative appointment such as a GP telephone consultation or a face to face appointment with an Emergency Nurse at another branch site. However, the Practice appreciates that travelling to another branch site for an appointment is not always feasible nor is a GP telephone consultation appropriate, and so the Melksham Emergency Doctor is on call every weekday should the need arise.</p> <p>The Practice continually reviews appointment capacity across the Nursing Team (as well as the Doctors) and where there is a high demand staff rota's are reshuffled to accommodate this need.</p>
<p>Extremely Unlikely</p>	<p>After walking in and saying Good morning to reception staff and getting no response.</p>	<p>We strive to provide a warm &amp; welcoming service and we apologise that you did not experience this on your arrival to the Surgery.</p> <p>We value all feedback to enable us to improve on those areas we have not performed as expected. Your comments will be highlighted to the reception team to raise awareness.</p>