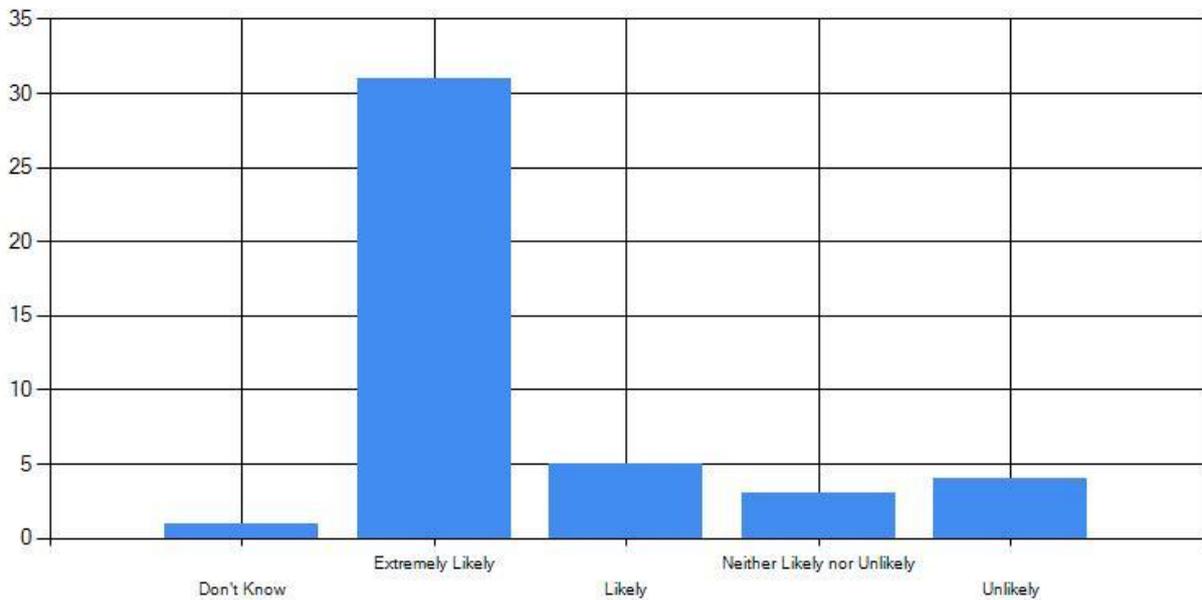


FRIENDS & FAMILY TEST RESULTS

OCTOBER 2015

Total Count	44
Extremely Likely	31
Likely	5
Neither Likely nor Unlikely	3
Unlikely	4
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?	Practice Response
Extremely Likely	Because I always get a good service and the staff are all very approachable	FFT feedback is shared with the whole practice team, with extra notifications going to those indicated below.
	Really friendly and helpful	
	I have always been able to see a doctor for emergencies or get advice	
	Best doctors around.	
	Good care. Confident in staff.	
	Efficient, friendly and professional service at all four centres.	
	Very helpful staff with plenty of services.	
	Always had excellent service .We have been here since this practice started.	
	No comment	
	Excellent all round service	
	Long standing GP for me.	
	I have always received excellent care here.	
	Always very helpful and efficient,	
	Always a good service	
	Everybody is always so helpful.	
	No	
	It has never let me down.	
	Very friendly receptionist on duty on 15th Oct 5pm. Went extra mile to get my prescription.	Reception Team
	Excellent service.	
	Trouble free and satisfactory experience.	
	Good availability of seeing someone when required (often same day) and good onward recommendation to consultants when required.	
	Good friendly staff/doctors	
	Doctors here, convenience.	
	I am deeply grateful for the skilful, generous and caring treatment I have received from the nursing staff.	Nursing Team
	The receptionist/ appointment maker and my doctor (Dr Patrick) are all so helpful and so pleasant	Appointments Team Dr Patrick

	Always get good prompt service	
	Perfectly happy with service except the telephone when trying to book appointments.	<p>We are pleased that you are happy with our service overall; however, we are sorry to hear that you have experienced difficulties with our telephone system when trying to book an appointment and we are keen to make this better.</p> <p>We regularly undertake audits to monitor the wait times on the telephone. At busy peak times we ensure extra staff members are available to help answer the lines. This work is on-going and we will ensure that we continually look at ways to improve access to the appointments line.</p> <p>Our audits show that the telephone lines are quieter after 11am and we are reviewing ways we can publicise this to encourage patients with non-urgent problems to call at this time.</p>
	We always have a quick response. The staff is thorough and friendly.	
Likely	It's our local facility. I don't know of any other.	
	Always very friendly, happy to help, efficient service.	
	The staff are friendly and I feel there is a good health service provided.	
	Very satisfied.	

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	Because I don't tend to recommend GPs to my fellow 18 year olds.	<p>We appreciate your comment and as a 'young people friendly' Practice we are keen to encourage feedback from all age ranges.</p> <p>We are currently undertaking a pilot study called 'Monkey Wellbeing' which aims to capture the younger population views on their experiences at the Surgery. To take part in the survey please visit: http://www.boamhp.co.uk/website/J83030/files/FF_T_Doctor_Child_v2.pdf</p>
	<ol style="list-style-type: none"> 1. Please can you find a system of letting patients know when doctors are running late. 2. I had an appointment on Tuesday. After 30 mins delay with no explanation I had to leave so I couldn't see a doctor. Why? This is totally unacceptable. 3. Waiting for the nurse 10 to 12 mins. No apology for the delay, whereas get told off by doctors if 4 mins late. There were 6 nurses walking around, 4 patients and no one being 	<p>At times, a Clinician's Surgery can take an unpredictable turn due to an unforeseen urgent matters needing immediate attention thus causing delays to occur. We strive to improve communication within the Practice when these incidences arise so that other members in the team can offer support and communicate to those patients still waiting.</p> <p>An action we have already implemented is to create a poster for each waiting area at all branch sites with the following information displayed:</p> <p style="text-align: center;"><u>"If you are waiting more than 30 minutes beyond your routine appointment with the Doctor</u></p> <p style="text-align: center;">OR</p> <p style="text-align: center;"><u>If you are waiting more than one hour beyond your time slot for the Emergency Nurse or Duty Doctor</u></p> <p style="text-align: center;"><i>Please see the receptionist who may be able to let you know the reason for the delay and provide you with an estimate of when you will be seen.</i></p> <p style="text-align: center;"><i>Thank you for your patience during busy times"</i></p> <p>The Doctors have overall responsibility for the services we deliver but need the support of other clinicians including Emergency Nurses/Nurse Practitioners, Practice Nurses, Health Care</p>

	seen.	Assistances and Clinical Research. The Nurses are constantly in contact with Doctors and senior Nurses seeking clinical opinions and advice. Their roles will also include training, Clinical Trails, ordering medication and equipment.
Unlikely	Getting an appointment is really hard. The new out of hours service is poor and I received no call back. When I phoned to query I was told it would be within 6 hours-- it never happened. Was much easier before, being able to get an emergency .appointment when needed.	<p>We are sorry to hear that you have received a poor service from out of hours and had difficulty obtaining an emergency appointment.</p> <p>The Practice provides a 'book on the day' service for those patients with a problem that needs urgent attention and cannot wait until the next routine available appointment. We presume that on this occasion you contacted the out of hour's service because the Surgery was closed.</p> <p>The out of hour's service is not managed by the Practice and is run by Medvivo. To find out more information on this local service, or if you would like to take your experience forward, please visit their website on http://www.medvivo.com/out-of-hours-service/ and click on the 'contact us' tab where there is an on-line feedback form available.</p> <p>Should there be anything further you wish to add please do not hesitate to get in touch with Sarah Smith (Team Administrator) direct on 01225 898490.</p>
	I waited 5 months for a referral to physio after surgery	<p>Thank you for taking the time to provide us with this feedback which we are eager to investigate and find out why you had such a wait for a referral to Physiotherapy.</p> <p>We can confirm that we have shared this feedback with our Secretarial team who advise that a 5 month wait for a Physiotherapy referral after surgery is far longer than can be expected. The usual referral process post-surgery is done by the hospital; however, there are occasions where a referral may be done by your Doctor at the recommendation of your Consultant.</p> <p>We are sorry on this occasion you did not appear to receive prompt action on your referral and we would be most grateful if you could get in touch with Sarah Smith (Team Administrator) at the Practice direct on 01225 898490 so that we may have the opportunity to carry out further inquiries.</p>
	Getting a practice doctors is v difficult-- 1st visit triage, 2nd visit	We can confirm that the Practice offers 'same day' appointments with the Emergency Nurse (or the Emergency Doctor if appropriate) to enable

	<p>locum, I waited 45mins in great pain to see a doctor-- it is now 50 mins wait. You need a doctor that can see someone in pain or offer a house call, final wait one hour !!</p>	<p>patients who have an urgent problem to be dealt with on the same day rather than waiting for the next routine available appointment.</p> <p>During a normal working day, the Emergency Doctor can see on average 70 patients per day and deal with further 300 different requests (via results which have come back, prescriptions to be signed, home visits to attend, queries from GP trainees etc.). This means that we need to make the best use of the Emergency Doctors time and only book patients with complex urgent problems that the Emergency Nurse cannot treat.</p> <p>The appointments team have been provided with the necessary skills to assess which conditions can be treated by the Emergency Nurse/Emergency Doctor and this training is on-going.</p> <p>With regards to your wait time in the Surgery, we are keen to improve this and please be assured we are continually looking at ways to improve communication with our patients.</p> <p>The Doctors offer telephone consultations on a daily basis which may be a preferred option if you are feeling poorly and would rather stay at home.</p>
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