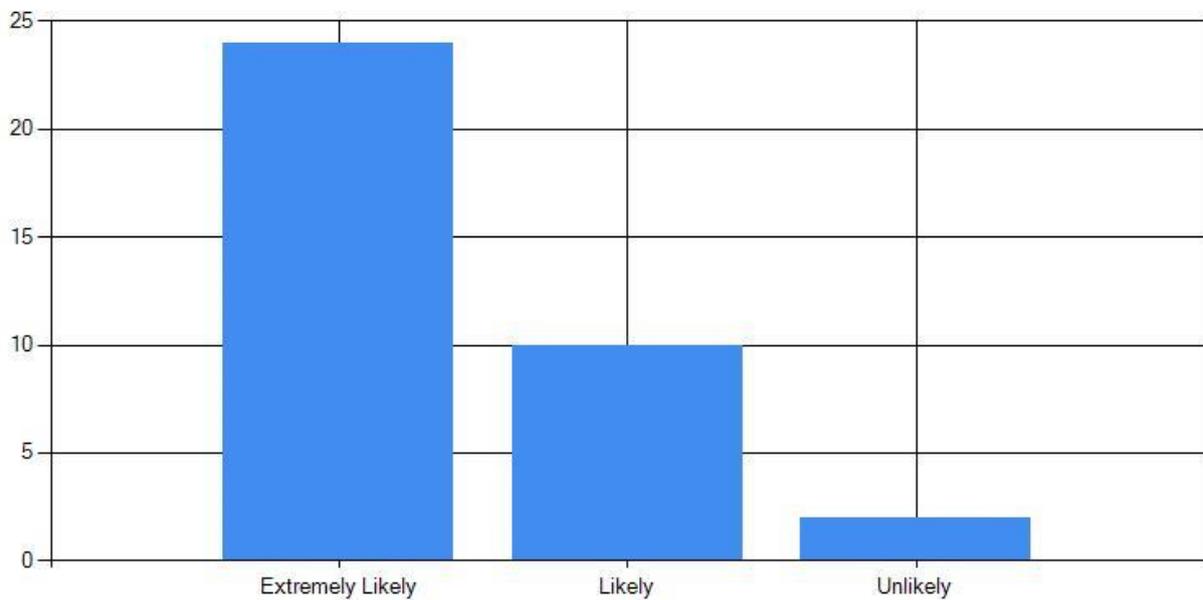


FRIENDS & FAMILY TEST RESULTS

SEPTEMBER 2015

Total Count	36
Extremely Likely	24
Likely	10
Neither Likely nor Unlikely	0
Unlikely	2
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	Lisa was brilliant at taking blood, hardly felt a thing.	Lisa Blake
	I had a blood test today and was seen promptly by charming nurse and when she couldn't get my blood and then saw 2 other nurses very quickly. They were under great pressure with a full waiting room, but all of them made me feel I was no trouble and they obviously work together as a wonderful team.	
	Can usually get an appt on day if I need to. Good service from Drs.	
	I was seen by Dr Chiddick today. I found him to be very thorough, polite and a good listener. I hope he is, or will be a permanent member of our team of doctors.	Dr Chiddick
	I have moved here from Surrey and have been shocked at the difference. This practice makes time for people and gives a caring reception. The liaison with the pharmacy is also good.	
	Always able to get an appointment, if needed urgently.	
	Excellent care and attention from doctors and nurses, apart from some of the nurses are not good at injections/blood tests. It can be unnecessarily painful.	<p>Thank you for your feedback regarding the Nurses. It is important matters like this are highlighted to us so that we are able to provide additional training to staff where required.</p> <p>Your feedback will be passed on to our Nursing Manager Ros Carlile.</p>
	Excellent quality and care of nurses	
	Very happy with the surgery.	
	Staff are always helpful & extremely friendly. Willing to help.	
	Have always found everyone very helpful.	
	I am very pleased with the service.	
	Always treated very well	
	Good help and advice from nurse (Sharon Taylor).	Sharon Taylor
	The reception staff are so helpful, efficient and	

	discreet. Thank you.	
	Availability of appointments. Excellent standard of care.	
	As a visitor I received excellent and quick attention. All the staff were helpful and efficient.	
	The service has always been reliable, both appointments etc, good reception and our doctor.	
	Professional, on the ball, sound advice, always available when needed.	
	Always can get an appointment quickly, friendly staff, quickly solved problems.	
	Physiotherapy after an arthroscopy (shoulder) and also operation at the Circle. Also Link group who have been very supportive as I live in a village and unable to drive for 3 months.	We will feedback your comments to Circle Bath & Link scheme.
	General response to problems.	
	Usually very good service	
	Quality of care and service.	
Likely	Very helpful	
	It is convenient if you live in BOA.	
	Needed a wound check post and the chairs were all too low.	Thank you for this feedback we will take your comments back to the nurse team leader for review
	Friendly staff.	
	Usually possible to see a doctor quickly when needed,	
	Good though very busy. Good doctors give time to find the problem.	
	Good care. Good notice boards. Like photos of staff Liked poetry leaflet. Good idea to have DIY machine.	
	I've always been treated with kindness and professionalism.	

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	<p>Availability of doctors' appointments is poor. Half an hour engaged every morning. Always referred to triage nurse. We have not had good results with the triage nurses.</p>	<p>Thank you for your feedback. We can confirm that for routine appointments, we aim for patients to be able to see any Doctor within 5 working days.</p> <p>However if patients require an <i>urgent</i> appointment they will always be able to be seen by a Healthcare Professional on the same day. In the first instance patients are offered an appointment with the Emergency Nurse and when medically appropriate the Emergency Doctor. Please refer to our patient information leaflet "Why does the receptionist ask some idea of the problem" which details the various appointment options available to patients.</p> <p>We feel that it is important that the overall capacity of appointments is monitored so that Doctors make the best use of their time and be available to see their own patients as much as possible and to help with this the Doctors have recently created additional telephone consultation appointments so that patients may speak to their own Doctor sooner than waiting for the next face to face appointment.</p> <p>We are sorry to hear that you have experienced unsuccessful results with our Emergency Nurse's as it is always our aim to deliver a high quality service to our patients. However, in order for us to fully act on this feedback we would be keen to hear more. Please feel free to contact our Team Administrator Sarah Smith on 01225 866611 to discuss further.</p> <p>Patients may find it helpful to know that we find the busiest times on the telephone lines are between 8:30am and 10:30am. After these times, the lines can be quieter. We encourage patients to only call at busy times when the problem is urgent on the day. We are often looking at ways to improve the access for patients via the telephone. Staffing is</p>

		<p>also reviewed to see if there is any movement within the team to make more staff available to answer the line during busy periods. It is also worth mentioning that the telephone line is open between 1pm & 2pm which may be useful for patients who are able to phone during their lunch break.</p>
	<p>You said you had no doctors appointment until next week but then gave a doctors appointment to someone for today.</p>	<p>The Doctors have provided the reception staff with regular training in order for them to have the skills to guide you with your appointment request by asking patients for “some idea of the problem” to ensure the patient is offered the most appropriate appointment.</p> <p>Urgent more complex patients requesting an emergency appointment will always be booked with the Duty Doctor or when straight forward an appointment with the Emergency Nurse.</p> <p>We pride ourselves on giving the highest standard of care to all our patients and are keen to make improvements therefore 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 so that we may respond more fully to specific examples.</p>