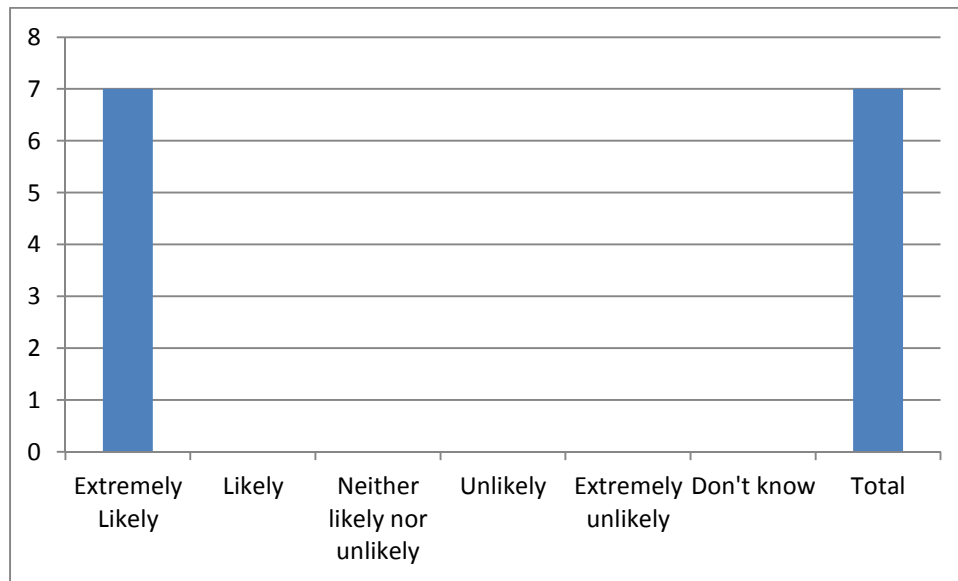


Results of Family and Friends (FFT) Survey for April 2015



Thank you to those of you who completed the Family and Friends Survey for us in April. We are again delighted with the results. As you can see from the above graph, all seven of the patients who completed the Survey, said they are 'Extremely Likely' to recommend us to their family and friends.

Remember you can complete the survey as often as you like as your comments are a reflection on 'today's' experience.

We asked patients to tell us why they gave us the rating that they did and here are the answers that were given.... Please remember that we can only publish your comment if you give us permission to do so by ticking the box. We also received some lovely comments that patients chose not share publicly.

Patients who were 'extremely likely' to recommend us said...

"I am a relatively new patient and I chose this surgery because I was not happy with the service I was getting from my previous surgery. The surgery is a calm and clean place to visit, I feel I am treated with respect and taken seriously. My GP is friendly and extremely professional. I feel I will receive the best possible care from my GP or other doctors in the surgery. The Receptionists are polite and helpful."

"Good doctors and nurses, well run practice, modernised premises, polite and efficient reception staff."

“From phone call to appointment was under 2 hours this was not the first time. Very understanding Dr Williams I feel like a friend and know I have been understood. Thank you all, dread of making a phone call is never there.”

“Excellent friendly and efficient service.”

Because I'm so well looked after.

“Always very caring, concerned and helpful - we suspect beyond the call of duty. Good to see our 'own' doctor. Glad to know the appointments system is being overhauled, and we hope it will be helpful for all.”

Whilst we are once again delighted to receive such encouraging feedback, we would not become complacent and acknowledge that there is always room for improvement.

Our follow-up question asked patients...

If we could change one thing about your care or treatment to improve your experience, what would it be?

Some of the responding patients did not answer this question, or opted not to share their comments publicly. Here are the suggested improvements we received from patients this month...

“I find it very difficult to see my GP at a convenient time. I find I am forced to book an appointment via the automated telephone booking system which only has appointments available at not very convenient times. I am a pensioner and like to be able to use my bus pass which I can't do if I have to see my GP before 9.30 am. I find it extremely difficult to get through on the phone in the morning when appointments are made available.”

Thank you for your feedback – we are very aware of the current difficulties with both the appointment system as a whole and the automated booking system. As you may have seen from our latest Newsletter we are in the process of introducing a new appointments system. This system will enable more pre-booking taking the gamble out of having to phone at difficult times of day.

The automated telephone booking system has now ceased due to its unreliability and has been replaced with an online system, which, being visual, is far more user friendly. We do acknowledge that not everyone has computer access but remember you can still phone and speak to a receptionist to book your appointments. **We are finding that some patients think they can't phone us anymore – this is far from true!** The online service is **not** instead of our phone lines; it's an **additional service** for those who wish to use it. As many patients will choose to book online, this will free our telephone lines up for those who prefer to speak to a receptionist. In some ways the automated system blocked our phone lines up unnecessarily during the working day as patients were perhaps taking longer on the phone going through all the various options than they would have done if they had spoken to a receptionist to book their appointment!

“The long telephone introduction which covers automated booking, pharmacy, repeat prescriptions and out of hours help. Is there any way of by-passing this? Thanks.”

The automated system has now ceased, so this option has now been removed. We have recently shortened the pharmacy message by only giving the number once and the out of hours information is only given when we are closed. The option to speak to a receptionist remains as number 3, you can always press this option as soon as you start to hear our recorded message rather than waiting for the prompt. However, this may mean at times you miss important information that we have recorded for patients on this message.

“Very satisfied”

We are very pleased to hear it!

“Nothing to do with my care just a major problem with parking that does make attending the surgery difficult. I do not attend the surgery very often as I am lucky to have good health but do find it difficult to get an appointment with my own doctor when I need to attend.”

We do acknowledge the parking problems around the surgery but unfortunately this is completely out of our control.

We hope that our new appointments system will help. Unfortunately it is not always possible to see your own GP as there is a limit to the number of appointments each GP can offer, however we will always offer you an appointment with another GP rather than turn you away. Please do not be put off from accepting an appointment with one of our trainee doctors – they are fully qualified doctors who are doing additional training to

become GP's. They are always supervised by a senior doctor whom they can call on if required.

“Open on Saturdays”

We understand that some patients would like us to be open at the weekend but a recent survey shows that 82% of the respondents were satisfied with our opening hours, we therefore have no immediate plans to change. If we were to open at the weekend, this would only spread more thinly GP availability over the week rather than increase the number of GP appointments available as a whole. We will continue to review this from time to time.

The survey also highlighted that 40% of the respondents were unaware of how to contact a GP out of hours. This surprised us as our out of hours telephone message, practice leaflet and website all give this information. We have now displayed posters around the surgery giving this information and produced hand-outs that are available from reception to increase people's awareness of out of hours services.

One thing we do ensure is that any prescriptions that you have elected to collect from the Surgery are passed to our pharmacy when we are closed. The pharmacy will not dispense these items unless you have requested them to do so, but it does mean you can collect your prescription and take it to your preferred pharmacy when we are closed.

“The appointments system - an unenviable task to overhaul it! Best wishes for the online system's success.”

Thank you!

Please do keep the feedback coming. It's very encouraging to read all your positive comments at the end of a busy day but equally we need to know when we are getting it wrong so that we can make improvements to the service we provide.