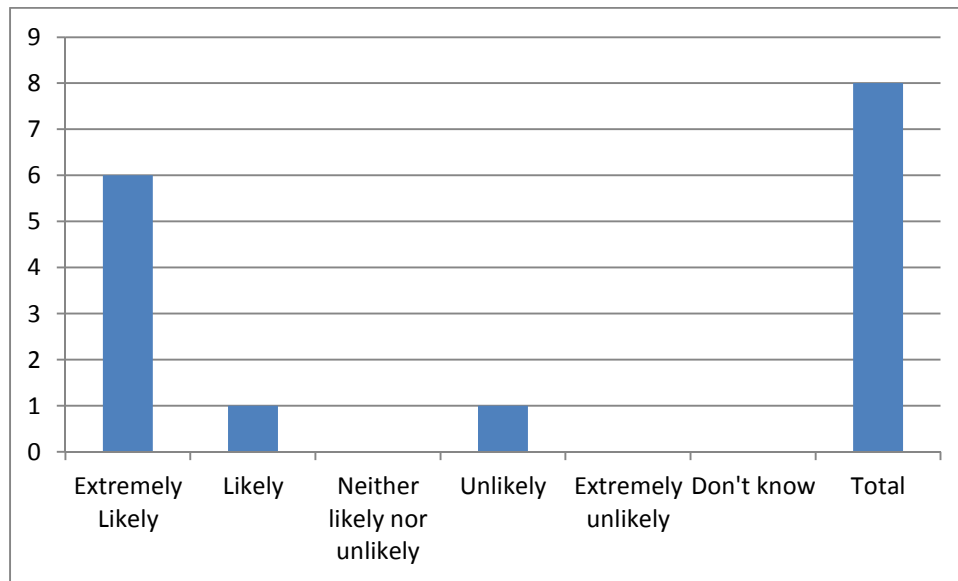


Results of Family and Friends (FFT) Survey for April 2016



Thank you to those of you who completed the Family and Friends Survey for us in April. We are again pleased with the feedback we have had. As you can see from the above graph, six patients were 'extremely likely' to recommend us, one patient was 'likely' and one patient was 'unlikely' 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. This month four patients gave us permission to do this.

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

"On the whole I have received excellent service at all times. My GP is so patient and understanding."

"Everyone is so helpful and pleasant."

"Really happy with this Surgery. Doctors are really caring and do everything they can to help. Staff are also really helpful and staff at chemist. Thank you 😊."

"Consistently sound and friendly service from all clinical and support staff. Well done!"

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. The other responders did not wish to share their comments publicly.

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?

We received four responses with permission to publish to this question...

"The absence of my doctor. I do worry when I'm booked with a female doctor."

Please let the receptionist know if you would prefer to see a doctor of a particular gender and we will do our best to comply with your wishes.

"A drinks machine???"

We have considered installing a water cooler in our waiting rooms but feel it has Health & Safety implications. However, our receptionists are more than happy to get patients a cup of water if they need it, please feel free to ask.

"Doctor Surgery open at weekend."

We have taken the decision at the present time to keep our hours to weekdays only. This is because opening at weekends will mean less availability during the week when the majority of people wish to be seen. This, however, may change in the future and we are always interested to know what the demand from patients is.

"I can't think of anything at the moment."

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.