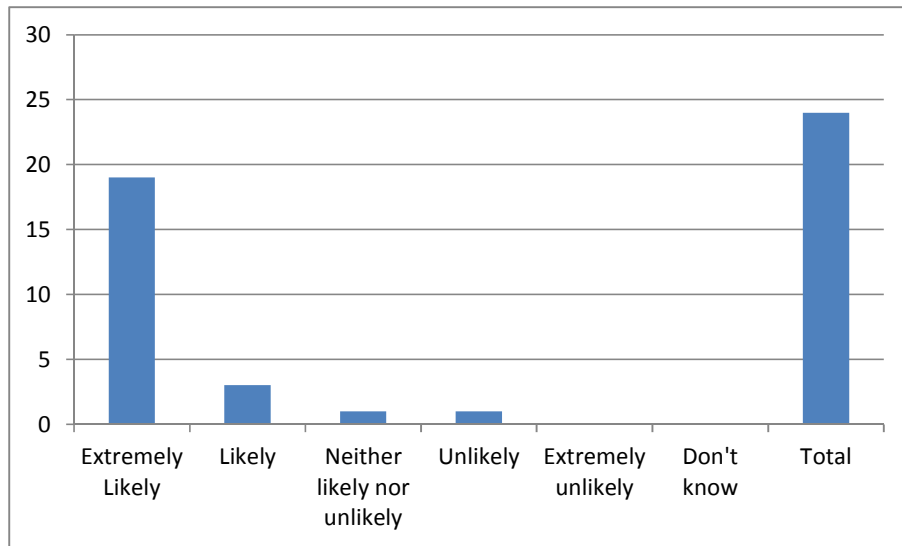


Results of Friends and Family (FFT) Survey for April 2017



Thank you to those of you who completed the Friends and Family Survey for us in April. We are again, on the whole, pleased with the feedback we have received. As you can see from the above graph, out of the 24 patients completing the survey, 19 were extremely likely to recommend us to their family and friends, three were likely, one was neither likely nor unlikely and another was unlikely.

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 nine patients gave us permission to do this.

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

"Although only been with this surgery a couple of months we cannot praise it enough. Without fail every one we have seen has been so friendly. Eye contact, efficient and helpful. Almost worth being ill!!!!"

"What a wonderful experience to see Dr Rai today for my deafness and loss of balance. Completely different to that horrible Dr Frisby who only prescribes stop smoking, drinking, take more exercise (I am on walking sticks and a wheelchair user) and eat more vegetables (I am not a rabbit!) for an ingrowing toenail. The upside is that he has kept me alive past my 3 score and 10 BUT refuses to do my pregnancy test. On a serious note, very sorry to hear of Dr Henry Clarke's passing away as he has been my family doctor since I was a little girl in the 1940's, a wonder Dr and lovely man."

"I find your whole team to be professional, courteous and helpful. When I needed an urgent appointment today the system worked smoothly to enable me to receive antibiotics I needed. I feel that I am in safe hands with your practice. Thank you!"

"I hear of colleagues who can't see any doctor for several days. (We can always see a doctor). Others have to phone at 8.30 and then again after 2pm. So wait all day and even then probably don't see a doctor that day. We seldom have to wait at the surgery for very longer than the appointment time - realise of course that emergencies do arise. Lift to upper floors - patients used to have to climb the stairs. Pharmacy at the surgery so can start medication immediately."

"The surgery is run very professionally and efficiently and staff are friendly in a convivial setting."

"Very comprehensive staff, easy to get appointments"

"This surgery is the best I have ever used for all matters. The doctors and nurses are outstanding and their support staff equally so."

"Great practice, always so helpful"

"I have always felt valued and cared for by the team at Arlington Road, which is very important to me and my family"

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

"I have had my first appointment today so cannot properly judge but everyone was friendly and helpful."

A patient who was 'unlikely' to recommend us said...

"The nurse is clearly not busy but clearly ignores to see me as this has happened 4 times."

Your comment has been fed back to our Practice Nursing Team. They would like to reassure patients that none of them would ever ignore a patient or keep them waiting longer than necessary. What is probably not visible from the patient perspective is all the urgent 'can you just' requests that come from the Doctors or urgent walk-ins.

Our Nurses are always busy and work hard to accommodate everybody's needs. Whilst doing so they also keep an eye on each other's appointment lists and help each other out where they can to avoid patients having to wait too long to be seen.

We have a number of Nurses on duty at any given time, so it maybe that you are booked in with a different nurse to the one who appears to be coming out to call other patients.

If you have been waiting more than 10 minutes past your appointment time, please ask at Reception and we can check on the status of your appointment and ensure you have not been inadvertently missed.

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 six responses with permission to publish to this question...

"Be more punctual"

As mentioned above our clinicians do not keep patients waiting without a good reason. We aim to give each patient the time needed for their problem. This sometimes means going over the allocated appointment time. Urgent, unscheduled appointments, also sometimes impact on waiting times.

"Continue your excellent work 😊😊 Thank you."

"Move out of town. Parking is a nightmare!"

"I can't think of anything that would have improved the support I received today."

"Apart from parking - which I know you can't improve."

"Nothing at present."

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.