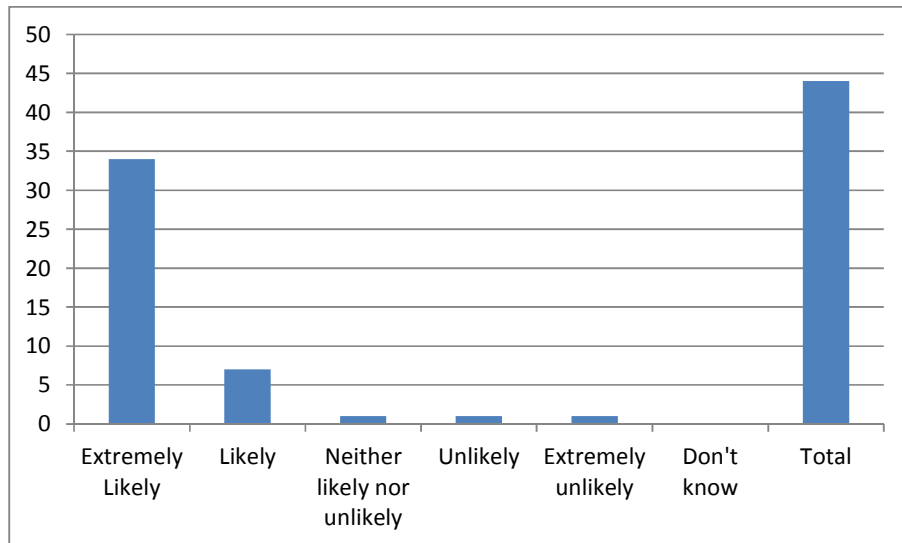


Results of Friends and Family (FFT) Survey for August 2017



Thank you to those of you who completed the Friends and Family Survey for us in August. We are again, on the whole, pleased with the feedback we have received. As you can see from the above graph, out of the 44 patients completing the survey, 34 were extremely likely to recommend us, seven were likely to recommend us, one was neither likely nor unlikely to recommend us, one was unlikely and another extremely unlikely 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. This month two patients gave us permission to do this. Comments received via SMS are not published due to the difficulty obtaining consent.

A patient who was 'extremely likely' to recommend us said...

"I always find the doctors very sympathetic and treat me as a whole person."

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

"As with many senior citizens I do not attempt to read incoming text messages so your new reminder service of appointments is of no use to me."

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 one response with permission to publish to this question...

"Use my landline phone to remind me of appointments and any message will be recorded on my 1571 service."

Unfortunately, the software that we use to automatically generate appointment reminders, is unable to send messages to a landline telephone. If you have a mobile phone, but prefer not to use the SMS facility, please let us know and we can opt you out of the appointment reminder service.

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.