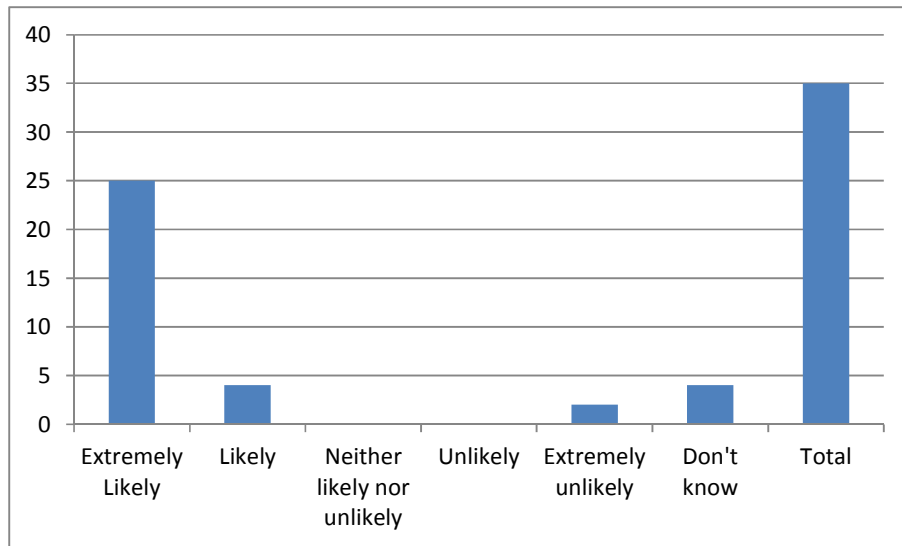


Results of Friends and Family (FFT) Survey for August 2019



Thank you to those of you who completed the Friends and Family Survey for us in August. We are again, on the whole, delighted with the feedback we have received. As you can see from the above graph, out of the 35 patients completing the survey, 25 were extremely likely to recommend us, 4 were likely to recommend us, 2 were extremely unlikely and 4 patients didn't know how they felt about recommending 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 seven patients gave us permission to do this. Comments received via SMS are not published due to the difficulty obtaining consent.

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

"I received excellent care from Nurse Deborah Blackman. I saw her regarding a complicated gynaecological problem. She offered to discuss it with a Doctor and also provided me with very useful information. She had to spend extra time and take extra effort to do this. I am very indebted to her for her kindness, care and interest taken to help solving my problems."

"Efficient, friendly but professional, helpful, polite medical practitioners. Today met my new doctor for the first time. Impressed with the service generally. Thank you."

"Dr saw very punctually, excellent treatment by receptionists."

"I tell people how very lucky we are to belong to Arlington Road Medical Practice, it is like a mini hospital. They can cater for most things, it is very busy and the Doctors, Nurses and all the staff are so very kind and helpful."

"I always have a lot of faith in Dr Higgs because he is a caring and attentive doctor. Always very good at good remedy for my ailments. He is worth his weight in gold and professional."

"Dr Higgs is a very caring and understanding doctor who always explains all my medical needs and attention. He really is worth all his weight in gold as a professional in all he does."

"Karen sorted our late request for prescriptions helpfully and patiently."

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

"On two occasions now we have had to wait over 45 minutes to be seen by the doctor, both appointments had been booked several weeks in advance. No apology given and inconvenience caused."

We are sorry no apology was offered at the time and this will be fed back to the team. We realise it is inconvenient for patients, who are often on a busy schedule themselves, when appointments do not run to time.

However, our clinicians feel it is important to give each patient the time required to deal with their problem and a run of more complex cases in a surgery can sometimes result in that session running behind schedule.

The other responders did not wish to share their comments publicly and there were no suggested improvements this month.

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.