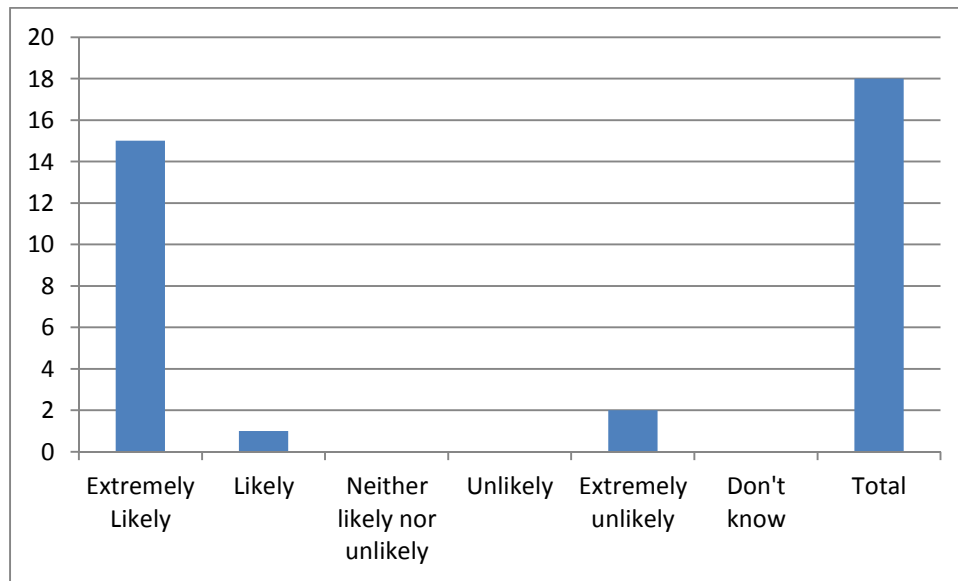


Results of Family and Friends (FFT) Survey for December 2015



Thank you to those of you who completed the Family and Friends Survey for us in December. We are again delighted with the results! As you can see from the above graph 15 out of the 18 patients, who completed the Survey, said they are 'Extremely Likely' to recommend us to their family and friends. One patient was 'Likely' to recommend us, leaving two patients 'Extremely 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. We also received some lovely comments that patients chose not to share publicly.**

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

"Because over a period of 30 years we have never had cause for complaint. The service we have and are currently getting from Arlington Road Medical Practice is second to none."

"Dr P Frisby is a very good, kind, caring doc."

"Always friendly, professional and efficient - from reception (Julia & Tracey) to the doctors (saw Dr Katsoni & Dr Bano). Highly recommended Practice"

"Friendly, polite staff who are helpful, kind and respectful. Was seen quickly and efficiently and was treated with the respect and I felt listened to."

"Starting with the smiles at reception, everyone in all departments gives a cheerful service."

"Very well run surgery with efficient and pleasant staff, both clerical and medical. Offers a wide range of health benefits, especially preventative."

"I have been with Arlington Road for 30 years and always received the best possible service and care. Arlington Road is 1st Class delivering excellent service."

"The Practice is managed with pleasant, caring efficiency. It is constantly evolving in a well researched, planned manner. We patients are kept informed of this progress by useful newsletter and notices."

"This surgery is the best. All nursing staff and doctors are so good."

"It must be one of the best practices in the country."

"The service given by the Nursing Staff is excellent, my particular experience recently was the Well Person Clinic and Travel vaccinations. I would like to thank Nurse Mary Attoe and all her colleagues in the Nursing Department."

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

"Drawback is poor automated system volume set too low. So would warn those I know who have poor hearing that it is better to attend in person to get an appointment. Apart from that service is very good."

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.

Patients who were 'Extremely Unlikely' to recommend us said...

"Lack of appointments lately."

"Since the new system (no longer telephone answerphone appointments) I can rarely get an appointment with my own doctor, and in fact cannot sometimes get an appointment with any doctor for 2-3 days (unless emergency) and then it's with a registrar who has less experience than my own doctor. With the previous system there appeared to be a lot of appointments offered, so something has changed and I would no longer recommend this Surgery for that reason. I understood from a friend who goes to Grove Road Surgery that she can get an appointment with her own doctor on the same day (if that's true). With this new system there seems to be a lack of available appointments."

In response to both comments about our appointments system, we are obviously disappointed that your experience has made you feel that you would no longer recommend our services.

With our new appointments system we have not decreased the number of appointments that we offer. It is when these appointments can be booked that has changed. Our old system meant that the majority of our appointments were released on a daily basis. This meant patients had to phone on the day they wished to be seen, whether their need was urgent for that day or whether they would have preferred to have been able to pre-book their appointment.

The new system allows patients to pre-book an appointment if their problem is non-urgent and they would rather wait to see their own GP. The system also offers two full surgeries of routine appointments on a daily basis. It also incorporates a triage doctor, ensuring that all urgent problems are dealt with on the day once there are no routine appointments available.

We realise that we are not always able to offer every patient exactly what they want but hope that the above explanation will show that we have systems in place to ensure that we always have appointments available for both urgent and routine cases.

The GP Registrars – The Registrars are fully qualified and have completed two years of Hospital medicine before they start their General Practice Training. We are very lucky to have the Registrars in the Practice providing us with extra appointments. They often have longer to talk to you than your own doctor would and are always supervised by a Senior Doctor, who they can call on should they require any help with diagnosis, prescribing etc.

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?

Several of the responding patients felt there was nothing that needed improvement, or opted not to share their comments publicly. Here are some of the comments/suggestions we received from patients this month...

"Not one thing."

"All good."

"Make automated menu voice louder so those with poor hearing can pick it up. At present that voice is a lot lower in volume than the humans when we get through to them."

We are sorry you are having difficulty hearing the options on our telephone system. We will try re-recording them and hope this improves your experience.

"Nothing! Was very satisfied with the care and services and advice provided."

"All ok."

"This is not a complaint, merely an observation from a recent visit. I had to give blood and had large bruising in crease of arm. When I had to have another test 6 weeks later I told the Nurse and she explained how it had happened. I had absolutely no bruising after last blood taken so perhaps more training in taking blood may be required?"

Thank you for your feedback – this will be passed to the Nursing Team.

"I don't think that there is a single thing that my husband or I would change. We are very grateful for our care."

“Only thing is I realise receptionists have to change and new ones trained, I do find sometimes the time to book in is long and sometimes we are sent to the wrong part of the Surgery. I am sure this will get sorted out in time and I do hope so. THANK YOU.”

Thank you for your feedback – you are quite right in realising that we have been training new staff recently which, as you acknowledge, does take extra time at reception. Our apologies that you have sometimes been directed to the wrong waiting area. We would hope that these issues are quick to resolve as new staff become more competent. However, this will be fed back to the reception team to aid their learning.

We are currently looking at the possibility of replacing the touch screen we used to have in reception to help manage the queue at reception. Unfortunately, our old one became incompatible with our current computer system.

“Can't think how you'd improve on this.”

“Give me a copy of the well person clinic blood test results without having to ask the Doctor's permission. It just wastes his time.”

Thank you for your feedback – we have reviewed our policy and, providing your results have been read by the GP, we will now be able to give you a copy without first asking your doctor for permission.

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.