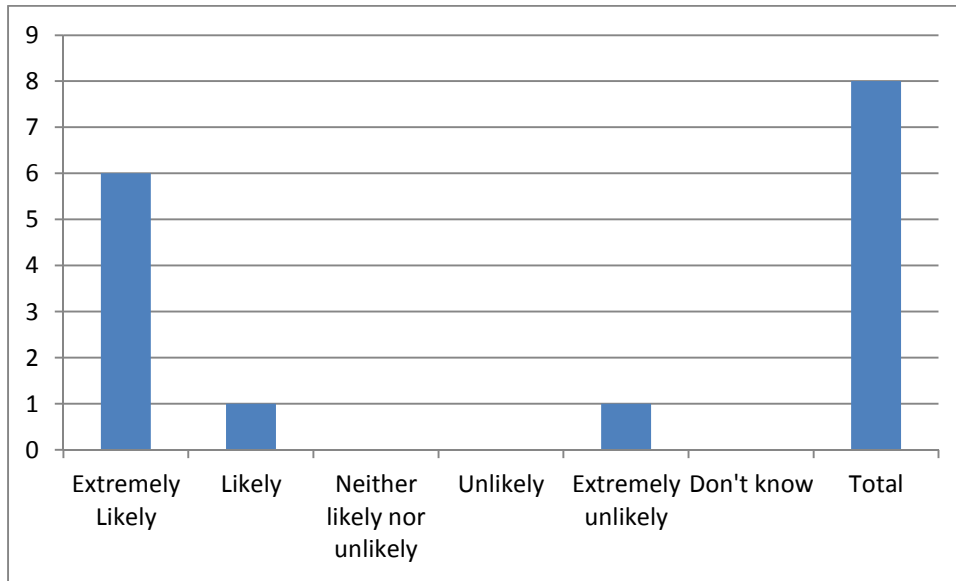


## Results of Family and Friends (FFT) Survey for February 2016



Thank you to those of you who completed the Family and Friends Survey for us in February. We are again pleased with the feedback we have had. However, we didn't receive us much feedback as we have of late. As you can see from the above graph, six patients were 'extremely likely' to recommend us to their family and friends and one patient felt they were 'likely' to recommend us. Sadly one patient felt they were 'extremely unlikely' to recommend us.

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 only one of the two patients gave us permission to do this.

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

"Receptionists always very helpful and polite. Never wait very long to see a doctor."

"My husband and I have been registered with you for many years and have always received excellent service. Special thanks to Hilary for sorting out my prescription query last week, she called Waitrose and confirmed they had the prescription when they informed me that hadn't and then called me back to let me know the outcome and who she had spoken too. Great personal service!"

### The Patient who was 'likely' to recommend us said...

"Very pleased with the service my wife and I receive from Dr Frisby."

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.

### The Patient who was 'extremely unlikely' to recommend us said...

"It is extremely difficult to obtain an appointment when phoning in the mornings. You need to review the message system which could be made simpler and SHORTER this would help. The new on line prescription system is a mess. Elements ordered on the same day appear in available and unavailable lists so you have to resort to phoning. Elements that are on Repeat prescription lists do not need a doctor signature to issue. This should be the responsibility of the Pharmacist. If this was applied the delay in issuing prescriptions would be dramatically reduced Most prescriptions take 5;7 days. Carry out annual review of Repeat prescriptions."

We are extremely sorry to hear you feel so disappointed with our services. We will do our best to respond to each point made.

1. Our current appointment system means that patients do not have to rely on phoning first thing in the morning to get an appointment. Whilst we understand that if you require an urgent appointment, that will mean phoning on the day, for non-urgent appointments you can call at anytime during the working day or use online services at any time of day or night to pre-book an appointment. Several years of us running a 'book-on-the-day' system has meant that patients are in the habit of thinking they need to phone at 8.30am, on the day they wish to be seen, to book an appointment. Despite our best attempts to advertise our new system through posters, newsletters and our website, unfortunately until some patients make that first contact with us following our changes, they may not be aware of the increased flexibility.

All urgent cases will be seen on the day, either by the receptionist booking an available appointment or by their call being triaged by a doctor.

2. We have reviewed our message on the phones on numerous occasions and try to keep it as short and to the point as possible. We actually only have two options – one is to speak to a member of the prescription team and the other is to speak to a receptionist. Following your feedback we have again reviewed the message and reworded the option to speak to a receptionist. It is now clearer that this option includes booking appointments.
3. Each item that is added to your repeat prescription list is set up to be issued a given number of times before the item has to be reviewed and reauthorised by your GP. If some items are due for reauthorisation before others, these items will not show as available for you to order.

We do understand that it can be frustrating that you can't just quickly tick the items you require, however, you can use the 'Message to Practice' box under your list of medication to make a free-text request for the items that are not listed.

4. Legally any prescription needs a doctor's signature before a pharmacist can dispense. However, there is a new system being introduced called 'Batch Prescribing' that enables doctors to authorise a given number of months of prescriptions at a time. We are looking at this as a Practice and giving it careful consideration. Patient safety will be at the heart of any decision we make and whether the system is suitable will need to be decided on a patient by patient basis as many medications require regular checks, such as blood tests and blood pressure checks.
5. We agree that batch prescribing would help to reduce the time taken to prepare prescriptions. Currently we turn around 99% of our prescriptions in 48 hours.
6. Whilst some medication reviews are formal and involve a discussion with the patient or are carried out as part of an annual chronic disease review, there are times that you will not be aware that a medication review has been carried out. For example, when an item has reached its maximum number of issues – this will be flagged up to your GP who will carry out a review before reauthorising that item for further issues. Dependant on the medication this can be as simple as checking that you have undergone the relevant blood test or blood pressure check within the recommended time frame for that drug and that the results were within normal range.

If you would like to book a formal annual medication review with your GP there is nothing to stop you from booking an appointment or telephone consultation for this very purpose.

#### **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 two responses with permission to publish to this question...

**"Better parking but I know this is out of your control."**

**"Change the message system used to obtain an appointment. Correct on line prescription System. Allow pharmacist to issue prescriptions without reference to Doctors"**

**"Your pharmacy appears woefully understaffed. Queued for nearly half an hour waiting to be served at the weekend."**

We are sorry you had to wait so long to be served in the Pharmacy. However, although the Pharmacy is joined to the Practice and is a joint business venture, the daily running and recruitment is managed entirely by Community Pharmacies. Whilst, we will pass this feedback onto them any feedback regarding the Pharmacy is best given directly to them – they do have an electronic feedback device in the Pharmacy and complaints can also be addressed to Fiona Dang, Pharmacist or directly to Head Office at Arlington Road Healthcare LLP, Unit 7 Venture Point, Stanney Mill Road, Little Stanney, Chester CH2 4NE.

*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.*