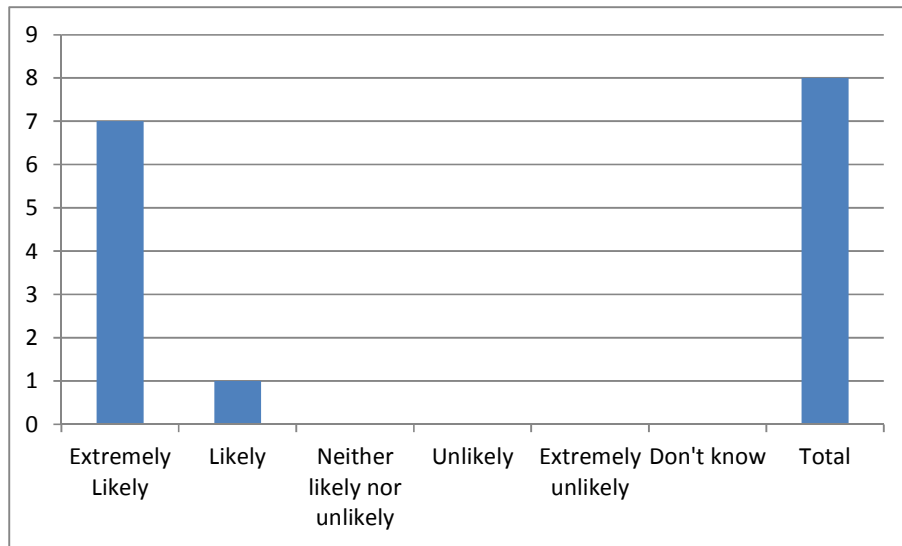


## Results of Friends and Family (FFT) Survey for February 2017



Thank you to those of you who completed the Friends and Family Survey for us in February. We are again delighted with the feedback we have received. As you can see from the above graph, seven out of eight patients completing the survey were 'extremely likely' to recommend us to their family and friends. One patient was 'likely' 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 six patients gave us permission to do this.

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

"I saw Dr Laure I was 10 mins late as I have spacial & a few other problems. She made time to see me & I took my medical heath note to her as I'm a new patient. She was kind, empathetic & above all professional in recognizing my mental health problems & is reviewing my notes to address my healthcare - she is excellent"

"All the staff are extremely helpful and friendly. Special thanks to Hilary for sorting out my recent prescription query, she rang me back to confirm everything. I am very grateful!"

"Access to a local dermatologist is much appreciated. So much better than taking up hospital waiting lists and it reduces carbon footprint."

“Reception as well as medical staff are friendly and helpful.”

“Excellent staff, both at reception and GPs. Always satisfied - been with the Surgery for almost 30 years.”

“I have had excellent care and treatment at all times in the Practice and found everyone has been very kind and helpful, despite being so busy these days. I admire their patience and thoughtfulness to us patients.”

The other responders did not wish to share their comments publicly.

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.

#### **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...

“I know that Dr Laure is going to provide me with the best possible care given my history of mental health & I already trust her judgement & decisions as my GP - so no I don't think there is anything to be changed - although you could put closure elbows on your doors so they close when patients do not shut the doors correctly.”

Thank you for your suggestion about closure elbows. Unfortunately, these do tend to make the doors quite heavy to open and this is something we have to bear in mind for many of our patients. However, we understand your concern about confidentiality if a consulting room door fails to shut fully. We have brought this to the attention of all of our clinicians to ensure that their doors have closed fully each time they take a patient in.

“Nothing”

“Nothing”

**“Provision for Podiatry/Chiropody”**

Unfortunately, this isn't something that is being commissioned in General Practice at the current time but we would consider it, should the opportunity arise in the future.

**“The only frustrating thing I find is the fact one can't always get through on the telephone first thing in the morning and also not be able to see GP we would like.”**

We are very aware of the frustrations experienced by patients on both scores. Both issues are examples of demand outweighing capacity in General Practice.

We plan to have a new telephone system installed in the coming months and are doing what we can to address the issue of access.

Unfortunately, all of our GPs are part time. This, combined with the various surgery rotas that need to be covered on a daily basis, does reduce each individual GPs availability. This will mean that your GP is not always available to see you on the day that you call, however, we do pre-book appointments in advance, if you are able to wait to see your own GP. We are aware and regret the lack of continuity of care that this can sometimes cause and are constantly reviewing our systems to try to improve patient experience.

*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.*