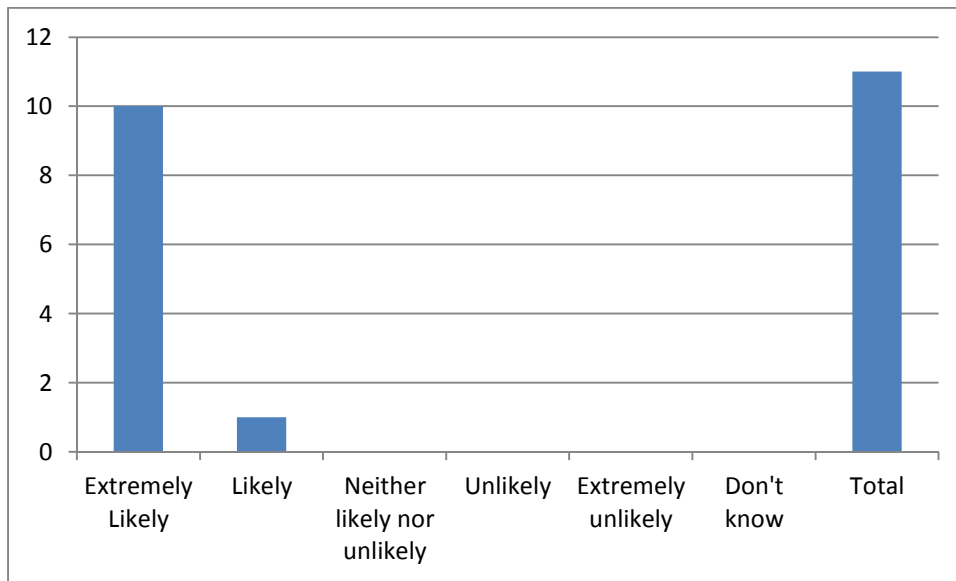


Results of Family and Friends (FFT) Survey for January 2015



Thank you to those of you who completed the Family and Friends Survey for us in January. We are delighted with the results! As you can see from the above graph 10 out of the 11 patients, who completed the Survey, said they are 'Extremely Likely' to recommend us to their family and friends. The 11th patient said they were '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. We also received some lovely comments that patients chose not share publicly.

"Just so easy to make appointments either by using automated system or appointments staff if no prebookable appointments available. There are usually same or next day appointments available. Caring Doctors (and Nurses for blood tests) Feeling is everyone there is well trained and organised. Thank goodness for this practice when you hear such bad news about surgeries generally, waiting weeks for doctors etc."

"It's a well run Practice with good GPs and helpful staff; the clinics are comprehensive and also well run."

"The care and interest of my named doctor and others has been excellent. My diabetes' checks are carried out by two doctors who specialise in this field. Recently following consultation with Dr. Deery I have been able to reduce my sugar levels considerably by changing size of pen needles used for injection.. The reception staff and nurses are always polite and knowledgable."

"I have always been looked after well, by receptionists, nurses, as well as doctors."

"Arlington Rd Medical Practice absolutely excellent at all times."

"Firstly, the atmosphere on entry – the receptionists look welcoming (unlike my previous experiences over the past years in various places) – they are courteous and efficient without being officious – that sets the tone for the whole practice – nurses and doctors likewise – and the pharmacy section as well."

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?

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

"Surgery to be open after 6pm and on Saturdays for those of us who work and are unable to get time off work easily for an appointment between 8.30 and 6pm."

We have looked into opening later into the evening and on Saturdays and continue to consider this option for the future. We are sorry that it is not available at this time.

"I'm not sure what toilet provision there is apart from the one near the entrance door... could be difficult for patients upstairs who are not so mobile (if one has to give a sample, for example, it might take time if the ground floor was occupied?)"

Please be assured that there are two disabled toilets on the ground floor and another on the first floor. The second toilet on the ground floor is located in the pharmacy area and on the first floor the disabled toilet is located in the far waiting area. The pharmacy and 1st floor toilet also have baby changing facilities.

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.