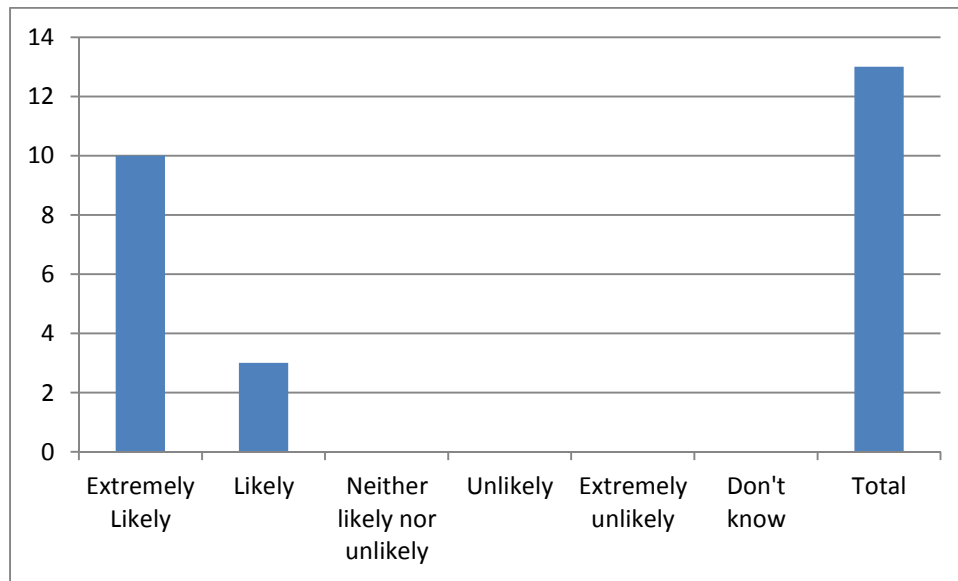


Results of Family and Friends (FFT) Survey for March 2015



Thank you to those of you who completed the Family and Friends Survey for us in March. We are again delighted with the results, and are pleased to have received more feedback than last month. As you can see from the above graph, ten out of the thirteen patients who completed the Survey, said they are 'Extremely Likely' to recommend us and a further three patients said they were 'likely' to recommend 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. We also received some lovely comments that patients chose not share publicly.

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

"Been a patient in the practice since March 2014, find the staff and the Doctors so helpful. A big change from the practice I was in before moving here, where you have had to wait 2/3 weeks to see your Doctor."

"I have always received prompt and friendly treatment from both the doctors and nurses. Although this is a large practice I am registered with one doctor, and that is who I always see unless it is an emergency. I also mainly see the same nurse each time and so feel that I am talking to a friend who knows me which is very comforting."

“Have always got an appointment on the day usually with our own doctor. This is unique in our experience of GP practices! Staff are pleasant and helpful. Also value having a named doctor as it means you do not have to repeat the medical history when you got to the doctor.”

“I have been "on the books" of the surgery for more years than I can actually remember - I think 45 years. The practice has grown over those years both in the number of doctors and the services it offers. ALL staff and doctors are, without exception, pleasant, polite and very helpful. I'm lucky in that I don't often need the surgery's help but when I do, the service is prompt, appointments are as soon as can be available, and I am treated as a cared-for client rather than just a customer. Well done Team!!”

“Because I am extremely pleased with the service the practice provides at all time. Everyone at the surgery is so friendly and always ready to help with anything.”

“Having received good treatment by my doctor since joining the practice. I feel I am able to discuss any problems I have had without feeling I am being hurried along.”

“I have been a patient here for about 43 years. Throughout this time the care I and my late husband received has been exceptional. I would especially like to commend Dr Lofts - but they are all stars.”

“Because the surgery staff, nurses and doctors are so caring and always help if you have a problem and if you need an urgent appointment they always find one for you.”

“Always have really great service. Drs explain things really simply and in a way I can understand and relate to. High quality of care from all members of staff.”

Patients who were ‘likely’ to recommend us said...

“Good Doctors, friendly staff, efficient service.”

“Staff are courteous, friendly and efficient”

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?

Some of the responding patients did not answer this question, or opted not to share their comments publicly. Here are the suggested improvements we received from patients this month...

“Just a small thing really, but it would be nice to have some soft background music in the waiting room”

We usually have Classic FM playing in our waiting areas – our apologies if this had not been switched on at the time of your visit.

“The booking of appointments has become somewhat of a nightmare recently. I understand that the government has requirements that must be met. However the automated system hasn't been working well recently and if you go in and speak to reception you get told to call at 6.15pm or 8.30am as new appointments are released each day at these times. Honestly I'm not sure this is true for every Dr in the practice every day.”

“To be able to book in advance rather than have to phone up early on the morning for an appointment.”

“A little more common sense when calling in the surgery to arrange a telephone consultation on test results rather than being told to “ring on Monday morning” to arrange a telephone consultation.”

In response to the three comments about our appointments system, we do acknowledge the current difficulties and are in the process of looking at ways to improve our system and make it more user-friendly. We hope to be able to tell you about the changes we are making in our next practice newsletter.

“Difficult to find something - I'll think on.”

“Nothing - all is great as it is.”

“Nothing significant comes to mind.”

“NOTHING everything is FIRST CLASS. Thank you to ALL WHO WORK in the Practice.”

“There is nothing about this practice that I would change - they go way beyond the call of duty.”

Thank you! We will continue to strive to help maintain your good opinion of us and our service to you.

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.