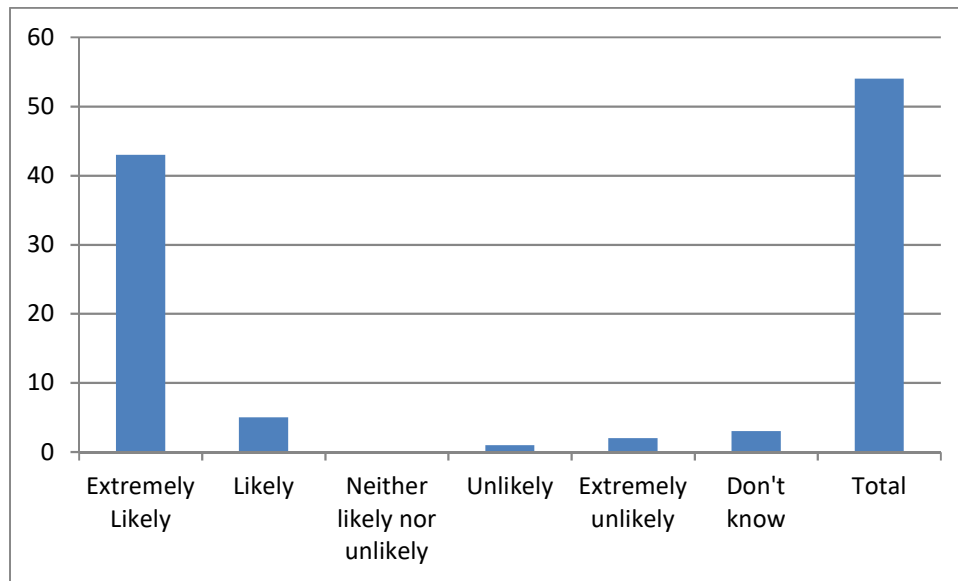


Results of Friends and Family (FFT) Survey for January & February 2020



Thank you to those of you who completed the Friends and Family Survey for us in January and February. We are again, on the whole, pleased with the feedback we have received. As you can see from the above graph, out of the 54 patients completing the survey, 43 were extremely likely to recommend us, 5 were likely to recommend us, one was unlikely, two were extremely unlikely and 3 patients didn't know how they felt about recommending 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. This month seven patients gave us permission to do this. Comments received via SMS are not published due to the difficulty obtaining consent.

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

"Excellent service from all people at the Surgery"

"Everybody who works at this surgery is so kind and supportive. Nothing is too much trouble. I count myself lucky to be able to use this practice."

"Everyone always friendly, informative and helpful."

“Nursing staff excellent also admin staff on this visit.”

“Everyone is always pleasant, smiling, helpful and informative.”

“Everyone is always pleasant, helpful and informative.”

A Patient who was ‘unlikely’ to recommend us said...

“a) Family not in this area. b) Friends would add to the numbers!
The surgery (like many others) is over-subscribed.”

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

The suggested improvements for the month were as follows....

“Can't think of anything so that proves it's good.”

“Always seeing the same doctor! Good relationships tend to develop over time! Knowing the facts about someone's health is not the same as knowing the person. (Computers aren't human!!) Having said all that - I think the surgery is doing the best it can with such a case load.”

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.