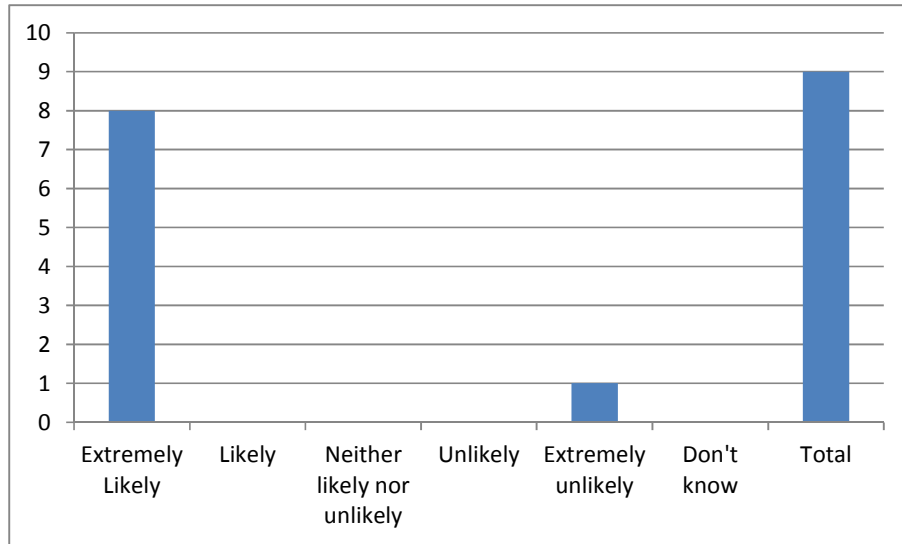


## Results of Friends and Family (FFT) Survey for January 2017



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

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

"I have been a member of this surgery for a long time, the service is excellent no trouble to help."

"Once you get an appointment the care and treatment provided by the Doctors and the Nurses (and supporting staff) is excellent."

"I collected my son from school and he was quite unwell. The Doctor saw him immediately and was highly professional, caring and informative. Service at Arlington Road is faultless - thank you so much."

"Because it is an efficient, well-run Practice given all the constraints under which it has to operate. Between Christmas and New Year my chronic condition became acute. The Doctor I saw (not my own GP) acted promptly and did a fast-track referral to a Specialist at EDGH and I was seen within a week and investigations are in hand. I am grateful that my very real concerns were listened to and the action taken was reassuring."

"I have never been let down by the Surgery, no matter what doctor I have been seen by. I also have the highest regard for the nursing staff in the Practice."

"I have always found the Surgery has a very good atmosphere and building. Staff are friendly and helpful, and delays are minimal. You do a good job in difficult circumstances."

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 would not change a thing. 5 stars."

"I have not gone online and have to make an appointment on the phone. This is problematic as it takes a long time to get through to the appointments!"

We do acknowledge it can be frustrating and time consuming trying to get through to us, particularly first thing in the morning. We take an 'all hands to the pump' approach for the first half an hour – when all of our admin staff around the building answer our eight incoming lines in a bid to answer each caller as quickly as possible. Please note you only need to call us at this very busy time if your need is urgent for today. Routine appointments are available to book ahead at any time of day both online and via the telephone.

“Late night opening once a week would be really helpful.”

“Exactly what everybody would want nationwide - weekend and Bank Holiday cover at one's local Surgery. The 111 service is a cumbersome tool.”

Extending our opening hours is something we consider from time to time but actually creates quite a difficult dilemma. This could not be done without recruiting additional GPs, and as you no doubt are aware this in itself is a national problem.

Should our existing GPs provide appointments at other times, eg. evenings and weekends, this would unfortunately take away their appointments from other times during the working week, as none of them are in a position to increase their hours. This would therefore not actually generate more appointments but leave us more stretched than we already are.

Please do feedback to NHS 111 the difficulties you experience when using their services.

“In this modern world there must be a better way of making an appointment to see a dedicated doctor. In the past (once quite recently) I have had to phone in to get an appointment, sometimes three times. This can be very frustrating for both parties. Other than that, I feel that your system is ideal.”

We are currently in the process of re-registering patients for Online Services. Online Services allows patients to book their appointments, order their prescriptions and view a summary of their medical record online. Please contact the Practice if you would like more information on how to register for this service.

“No real suggestions, just maintain your existing very good practice.”

*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.*