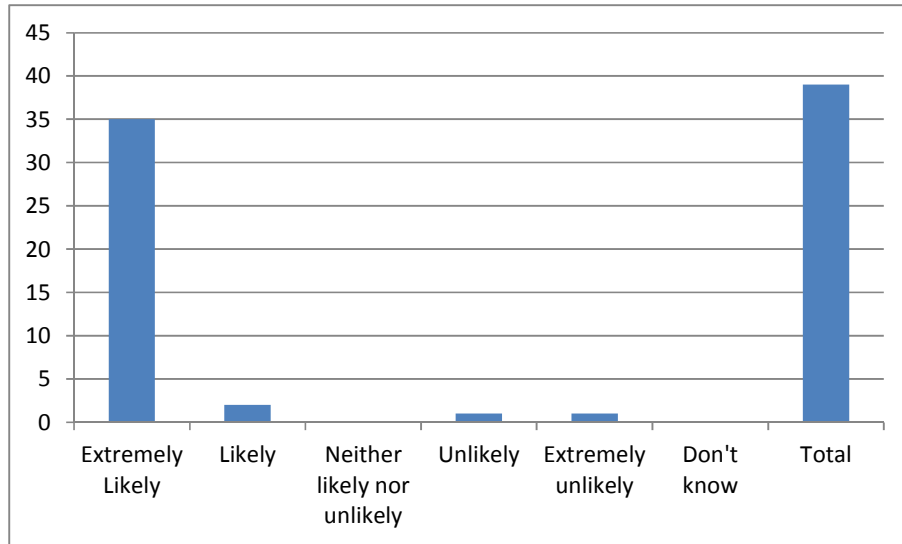


Results of Friends and Family (FFT) Survey for January 2018



Thank you to those of you who completed the Friends and Family Survey for us in January. We are again, on the whole, pleased with the feedback we have received. As you can see from the above graph, out of the 39 patients completing the survey, 35 were extremely likely to recommend us, two were likely to recommend us, one was unlikely to recommend us and another was extremely unlikely 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. This month four 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...

"8.20 queue of 20 people. Doors opened 8.25. Should be two queues; one for appointments and one for requests."

We do apologise that the door was not opened until 8.25am on this occasion. We normally aim to open the door by 8.20am to allow all of those in the queue with a pre-booked appointment time to 'book-in' at reception before their 8.30am appointment. Whilst the idea of two queues seems a good one and something we have thought about many times, it is actually quite difficult to 'police'. Hopefully ensuring the Practice is open by 8.20am in future, will prevent the early morning queue being prohibitive in enabling

patients to arrive on time for their appointment.

“The service I get from everyone at the Surgery is exemplary, I cannot fault you.”

“In my experience of regular and ongoing visits to GP’s and Nurses for various conditions I cannot say a bad word about any of my treatments. The front desk staff are also very helpful and, when they are not swamped, very friendly. Good job!

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

“You have sent out a text telling your patients they can only see a GP for an urgent appointment. How exactly is the patient supposed to get the necessary hospital referrals if you ban them from seeing a GP??!!!

The text the Practice sent and the accompanying January newsletter explained the situation very clearly. We certainly did not ban anybody from seeing a GP!

We ran a temporary appointment system for one week in January when we were experiencing extreme pressure caused by the escalation in Influenza and other winter viruses. We ran the temporary system to ensure that we had capacity to see the patients who needed us most. We simply asked patients to post-pone the booking of routine, non-urgent appointments. Patients were informed again when the system returned to normal.

If you required an urgent referral to the hospital whilst we were running this temporary system, you simply needed to request an urgent appointment with a GP and this would have been booked for you.

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

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 two responses with permission to publish to this question...

"Sort out your appointment system"

This comment was linked to the feedback above regarding our temporary appointment system, please see our response to that comment.

"Access to more detailed medical records on the on-line Patient Access site."

To access more detailed medical records on the Patient Access site, please ask at reception for a Detailed Coded Record Access Registration Form for Patient Online Services.

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.