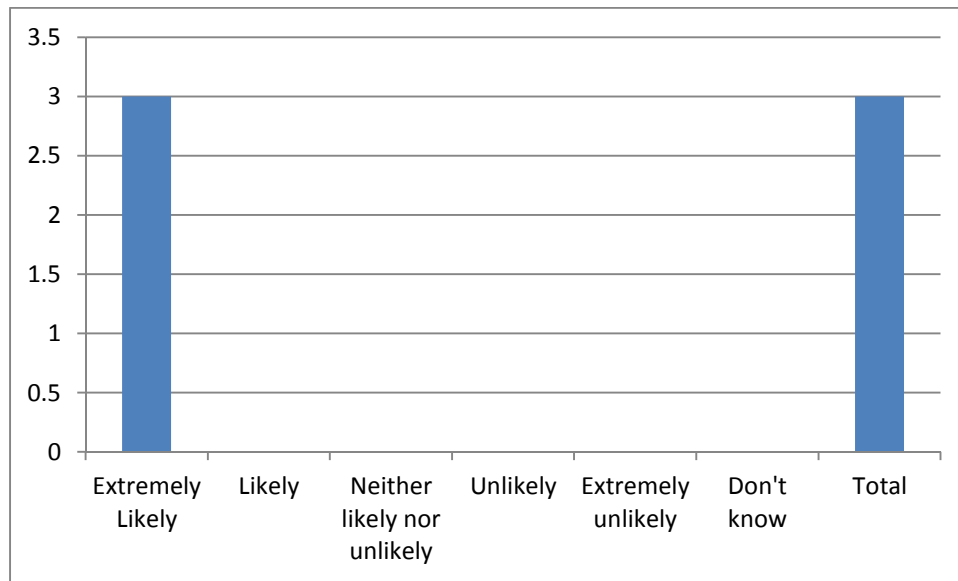


Results of Family and Friends (FFT) Survey for July 2015



Thank you to those of you who completed the Family and Friends Survey for us in July. We are again delighted with the feedback we have had. However, we actually only had three responses. As you can see from the above graph, all three patients were 'extremely 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. This month only one of the two patients gave us permission to do this.

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

"We have belonged to Arlington Road Surgery for nearly 40 years and in all that time we know that the quantity and quality of the Doctors, care and attention, that all of our family have received has always been of the highest standard. As soon as we walk through that large, heavy front door, we are confident that we will receive the best possible care"

"A kind and friendly surgery with caring staff"

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 one response to this question...

“Sort out the pharmacy!”

It is difficult to know how to answer “sort out the pharmacy” as we don't know exactly what the problem was. We obviously pass on comments to the pharmacy manager and need to point out that the every day running of the pharmacy is not part of the surgery remit and complaints about their service should be made directly to the pharmacy.

The pharmacy has been a great success and provides a brilliant service but at times they are very busy and they are very short of space. Hopefully we will be able to give them more space very soon and one of the things that ties up staff for long periods is when people have not asked for their prescription in plenty of time and arrive at the pharmacy expecting to be able to collect their medication immediately.

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.