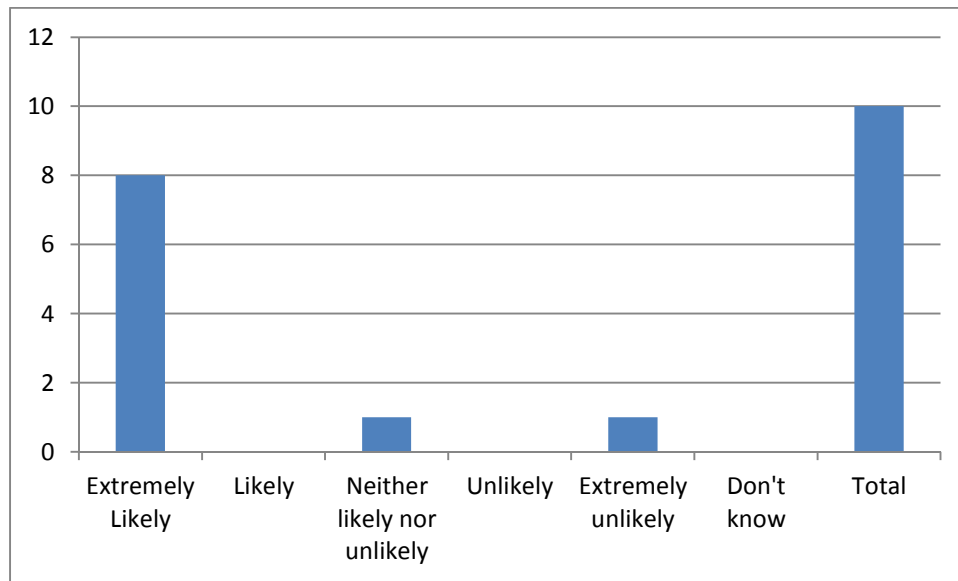


Results of Friends and Family (FFT) Survey for July 2016



Thank you to those of you who completed the Friends and Family Survey for us in July. We are again mostly pleased with the feedback we have received. As you can see from the above graph, eight patients were 'extremely likely' to recommend us, one patient was 'neither likely nor unlikely' and one patient 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 seven patients gave us permission to do this.

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

"Have had cause to bring my 10yr old daughter twice recently, our Dr wasn't available, but we saw Dr Konu and then Dr Marin. Both Drs were fantastic with my daughter, putting her at ease, being informative and seeming genuinely interested in us. Highly recommend them! I have found ALL staff to be friendly, welcoming and polite 😊"

"Nurse care is outstanding, very kind, very informative and extremely helpful."

"I have a very competent Doctor who is kind and efficient."

"I cannot rate this GP practice highly enough. The Reception staff, unlike some I have encountered elsewhere, are always courteous and helpful. I am a Type 1 diabetic and the care and monitoring I receive through the diabetic clinics is first rate. Dr Frisby, one of the diabetic specialists, is excellent, goes out of his way to assist, and is always a pleasure to see. I would fully recommend this practice."

"Just wanted to pass on positive feedback - phoned the surgery yesterday at 3.40pm. Had a doctor 'call back' within 5 minutes, and an appointment within the hour. Very caring, kind, professional and quick service from all - reception, phone GP and doctor that we saw. Thank you."

"Very good care by Nurse Deborah. Excellent"

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.

A patient who was 'extremely unlikely' to recommend us said...

"I don't know how to get an appointment with the doctor I am registered with, I am always made to see different ones. Some of them scare me."

We are sorry you feel dissatisfied with our appointments system. Our GP appointments are available for pre-booking up to five weeks in advance, giving patients the opportunity to plan their appointments and book ahead with their Doctor. We do acknowledge that this sometimes means when you require an urgent appointment, your own Doctor may not have any 'soon' appointments available.

However, this is not the only contributing factor. The majority of our Doctors are part time and there is a limit to the number of appointments each Doctor can offer and at times demand outweighs capacity for an individual Doctor. The demand for an individual Doctor dips and peaks unpredictably. All Doctors with their own list of registered patients only offer their appointments to their 'own' patients to make the system as fair as possible. We will always offer you an appointment with another Doctor, rather than make you wait for the first available appointment with your own Doctor when you feel your problem is more pressing.

We are sorry you feel uneasy consulting some of our Doctors. Whilst any such behaviour would be completely unintentional from any of our Doctors, any of us are capable of coming across in an unintentional manner at times. Feedback to individual doctors is

useful in such circumstances, so that they can reflect on their consultation style. This need not be in the form of an official complaint, unless you feel this is warranted, but can simply be by completing a Friends and Family survey, naming the Doctor in question. This can be done anonymously if you wish, although if the doctor knows who the feedback is from, they can more easily reflect on that particular consultation.

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...

"Nothing at all I can think of"

"Late running of surgery but I understand why this happens sometimes."

We have altered the time schedule of our surgeries in the fairly recent past to help with this issue and find that our Doctors run to time much better than they did. However, there are times when emergencies or complex consultations occur that cause our Doctors to over-run their appointment time. In these situations we feel that giving the urgent or complex patient the time required to deal with their problem effectively is of greater importance than ensuring the Surgery runs to time.

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.