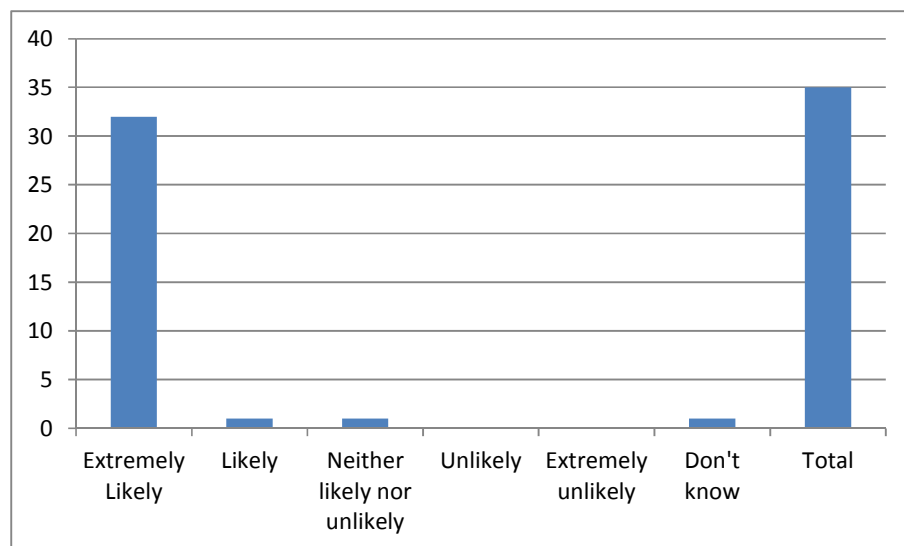


Results of Friends and Family (FFT) Survey for July 2018



Thank you to those of you who completed the Friends and Family Survey for us in July. We are again, on the whole, delighted with the feedback we have received. As you can see from the above graph, out of the 35 patients completing the survey, 32 were extremely likely to recommend us, 1 patient was likely to recommend us, 1 patient felt they were neither likely nor unlikely to recommend us and a further patient didn't know if they would 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 five 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...

"My family have never experienced such wonderful care. The admin and front of house team are all so caring and professional. The medical team are AMAZING!"

"New patient, overwhelmingly impressed by GPs we have seen so far and the helpfulness of the admin and support team too."

"Exceptional care from Dr Laure again. Our grateful thanks."

"I have been lucky enough to be a patient at Arlington Road Surgery for over 30 years and have always received the most excellent service and care by fantastic staff and my GP"

A patient who was 'likely' to recommend us said...

"There is always room for improvement."

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?

"I honestly cannot think of anything. Keep doing what you are doing. We love you!"

"Seats outside for the 8.30am queue or a low wall?"

"Faulty flush on patient toilet inside front door. A bit of seating (wider top of wall) for queue at 8am, please."

Apologies for the faulty flush, this has now been fixed. Thank you for the external seating idea, this will be put forward for consideration.

"Nothing."

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.