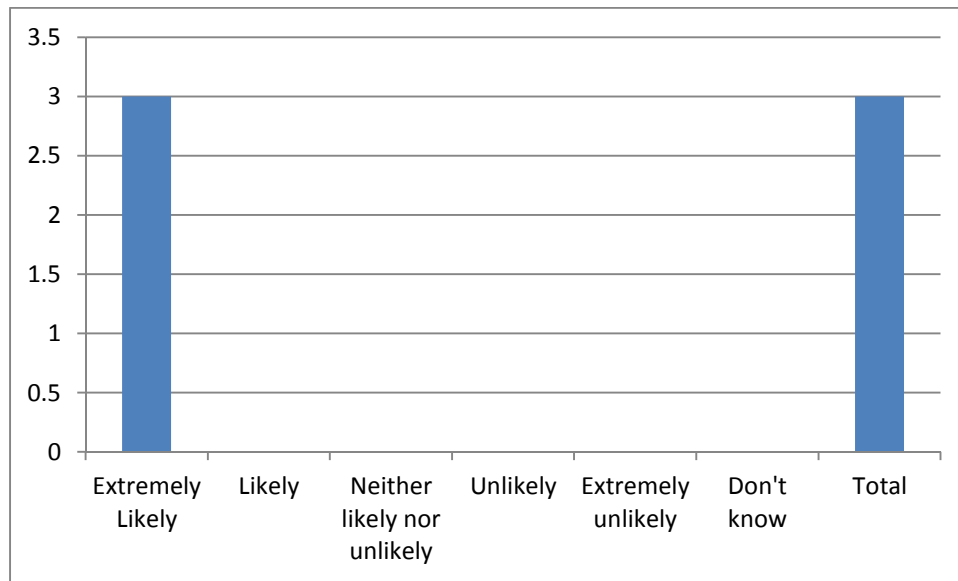


Results of Family and Friends (FFT) Survey for June 2015



Thank you to those of you who completed the Family and Friends Survey for us in June. 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...

"Very helpful GP who was great comfort when my husband was ill. New on line appointment system very easy to use and offers more choice"

"Over many years my family and i have received excellent care from all the doctors and support staff - we feel very priveledged to be part of such a first class GP practice"

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...

“The appointment system can be a challenging procedure - especially for the elderly or intellectually challenged”

We are hoping that this comment relates to our old appointments system as in recent weeks we feel we have simplified our appointments system in a number of ways.

We now pre-book the majority of our appointments enabling patients to plan when they come to see the GP which takes away the 8.30 morning gamble.

Appointments are no longer released at set times of the day but are available for pre-booking 4-5 weeks in advance. This means that appointments are equally available to all patients regardless of their ability to use either automated telephone systems or online services.

The same appointments are available to book via the receptionist as are available online – neither is a preferential service.

Patients who phone on the day, needing an urgent appointment, will be either be offered an appointment by the receptionist or if all routine appointments for the day are booked, arrangements will be made for a doctor to call back. The doctor will then make a clinical decision as to whether the problem can be dealt with satisfactorily on the telephone or whether the patient needs to be seen. The doctor will book a same day appointment for any patient that he or she feels needs to be seen.

Patients whose problem is not urgent can pre-book an appointment either with their own GP or another doctor rather than having to call back another time. This is helping to cut the frustration for patients but also the number of phone calls we are dealing with as we are not constantly asking patients to call back.

Please note, whilst you are able to pre-book an appointment with your own GP this may mean, at times, you have to wait a week or so to be seen as there is a limit to the number of appointments each GP can offer and demand is high. We always have appointments available with other GP's and the decision is then with the patient whether they wait to see their own GP or see another GP more quickly.

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.