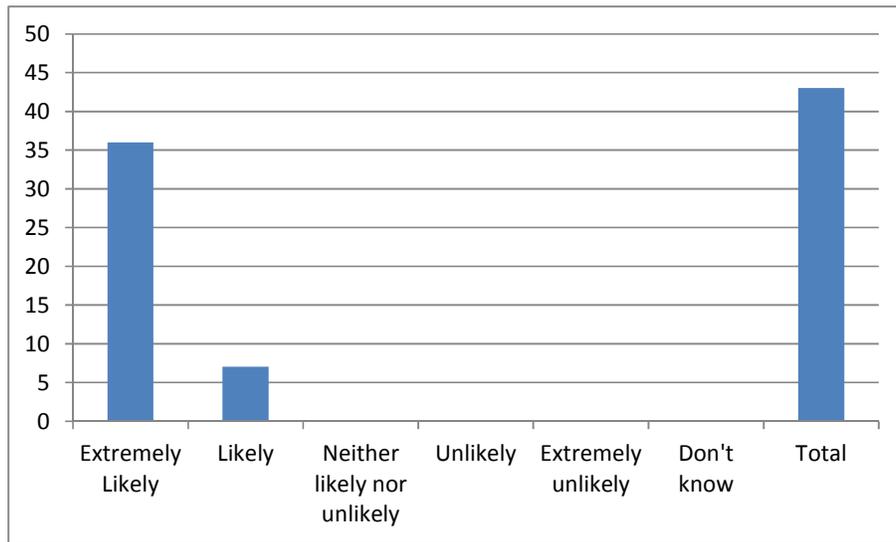


Results of Friends and Family (FFT) Survey for June 2017



Thank you to those of you who completed the Friends and Family Survey for us in June. We are again delighted with the feedback we have received. As you can see from the above graph, out of the 43 patients completing the survey, 36 were extremely likely to recommend us and seven were 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 six 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...

"Dr Williams has always gone above and beyond for me as a patient and I am so grateful for the service he has always provided. I have also found the staff at the surgery, pleasant, conscientious, friendly and helpful."

"Always receiving a positive and professional response from admin staff and doctors to my needs."

"A first class doctors practice where I have been a patient for 13 years. Friendly and extremely helpful staff who have accommodated me on every occasion with appointments, even on my visiting the Practice late on a Friday afternoon with a concern which I required advice for before the weekend."

"They have a varied amount of staff who can offer different services to all."

"My Mother, Father, daughters and I have always received EXCELLENT care over the last 20 years."

"Congratulations on the appointment of the new Phlebotomist, Jane - an asset. Receptionists very helpful always. Everywhere immaculately clean."

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

"Received brilliant aftercare from the Nurse (Kate) following having stitches the week before. Staff were very patient and efficient, and Paramedic was very helpful (Adam)"

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

"I accept current arrangements for booking appointments and numbers of doctors available at any one time, understanding that availability of doctors is not infinite. More appointments/doctors would be welcome but patients should be expected to work with the surgery in providing its service. Hours of working, fine."

"There is nothing I would change."

"Some better piped music. Something calming and pleasant!"

We completely understand how you feel and for many years we have played classical music in our waiting rooms, feeling that this was more relaxing. However, we received a number of complaints that this music was too depressing. We have tried different options but find that with so many different tastes in music it's difficult to get it right for everyone.

Whilst it is a difficult one to get right, we will continue to try different options and appreciate any feedback that patients give.

"If someone has blood taken ask patient in first instance if they would need greater time (and advise to remain seated) to make sure they don't feel they need to rush off."

We wouldn't want any of our patients to feel rushed and regret that this may have been the case in your experience. If, from past experience, you feel you need a longer appointment, please mention this to the receptionist when booking, who will be happy to oblige. The information will also be passed on to our nursing staff who will ensure you do not leave the surgery before you are feeling well enough to do so.

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.