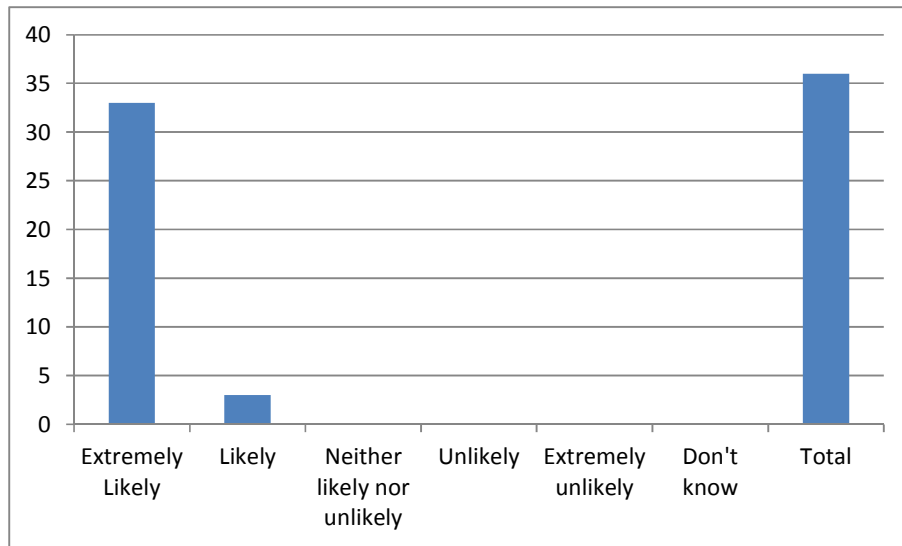


Results of Friends and Family (FFT) Survey for June 2018



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 36 patients completing the survey, 33 were extremely likely to recommend us and 3 patients 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 two 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...

"Front of house calm, efficient and welcoming. Online services combined with face to face, and telephone access excellent (to include prescription services). Both doctors I have spoken to so far actually listen and respond accordingly. Triage doctor phone system means appointments scheduling has run smoothly/seen reasonably on time. Waiting room and facilities (TV message screen included) pleasant/useful. Atmosphere good."

"The care we have always received has been exemplary. Real 'care' not just treatment. Dr Frisby especially has gone above and beyond."

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?

"None to date."

"The only thing I would change is for my husband not to need so much care – but as he does, I'm eternally thankful for how and where he/we receive such lovely care and empathy"

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.