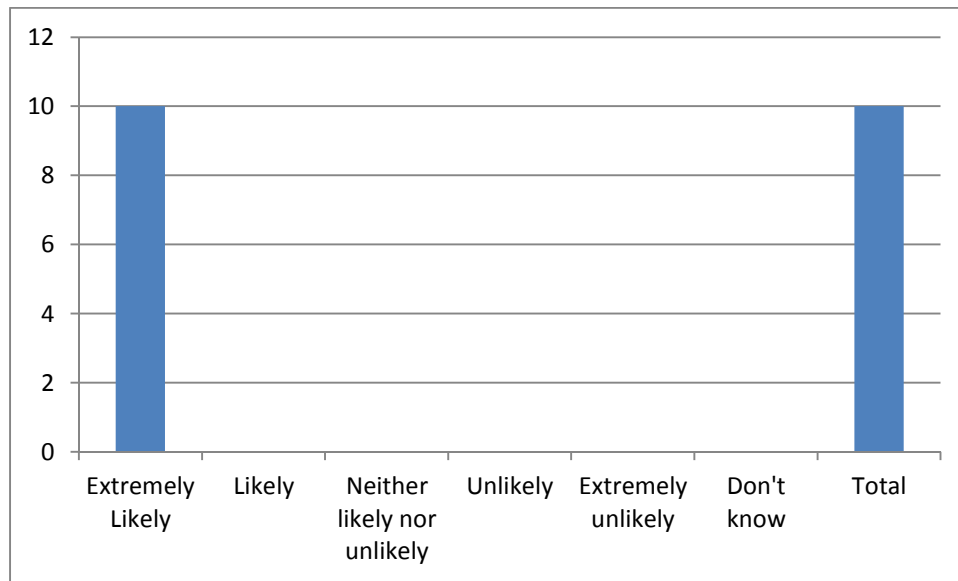


Results of Family and Friends (FFT) Survey for March 2016



Thank you to those of you who completed the Family and Friends Survey for us in March. We are again pleased with the feedback we have had. As you can see from the above graph, all ten 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 seven patients gave us permission to do this.

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

"My GP is caring and approachable and I really trust him. The staff are efficient and friendly and I am usually able to get to see someone whenever I need to."

"I have been a patient of Dr Frisby for over 9 years. I have always received very good treatment and accurate diagnoses. The same applies to the other doctors in the Practice and the Nursing staff. The Receptionists have always been courteous and understanding."

"Very friendly service from reception staff and also staff from the chemist. I went away very pleased."

"We are always greeted with a smile, everyone from receptionists, nurses and doctors have been very caring or helpful to us and you and Dr Jones have looked after us well."

"I felt very happy when I left the Surgery today because of the kindness from Jeanette, who knew that I was worried about my husband and she very kindly sorted an appointment with Dr Frisby who came and saw him and things were put right."

"I have always been treated efficiently and with respect."

"Because Dr Konu was extremely helpful and listened and gave time required for all my concerns."

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. 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...

"Only the inclusion of an x-ray facility - probably impractical."

Unfortunately, this would be impractical in terms of space, finance and expertise.

"Being able to book appointments as soon as needed but we know that with such overload with patients and busy surgery, you do try to do your best and it is not always possible. Of course there is the emergency appointment which is very helpful."

"Access to a particular doctor."

In response to the two comments above... We do try to keep a balance between being able to plan and book ahead and keeping appointments back for urgent problems. As you say we do have the triage doctor facility that will always ensure you are seen if your

problem is urgent. The majority of our GP's are part time, so unfortunately it will not always be possible to see the GP of your choice if you need an on-the-day appointment.

“Only a suggestion that Doctors support more fastidious urine testing and become more aware about 'Biofilm bacteria' related to urological conditions, as standard urine testing often misses these.”

The types of urine testing that are available to us are controlled by our local Consultant Microbiologists and we follow any guidance they offer on this. We will contact our local Consultant for more information regarding Biofilm Bacteria.

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.