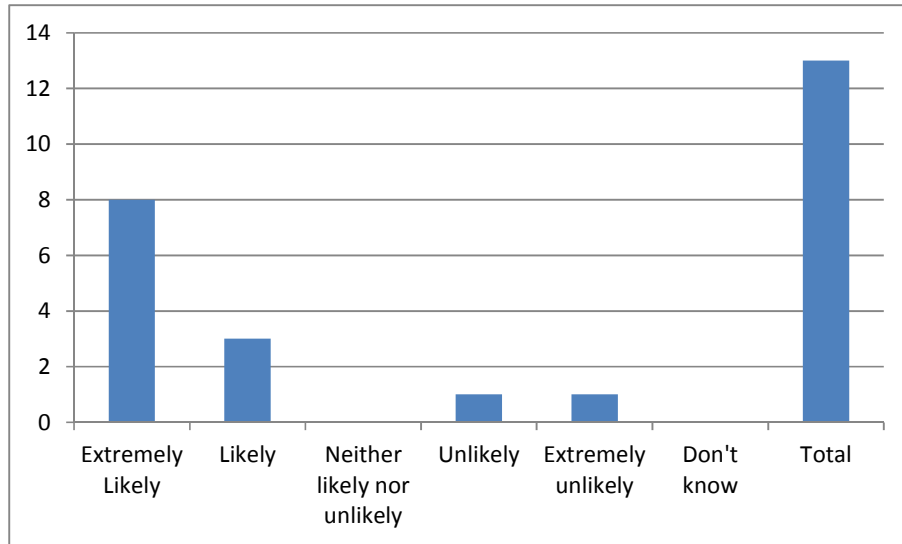


Results of Friends and Family (FFT) Survey for March 2017



Thank you to those of you who completed the Friends and Family Survey for us in March. We are again, on the whole, pleased with the feedback we have received. As you can see from the above graph, out of the thirteen patients completing the survey, eight were extremely like to recommend us to their family and friends, three were likely, one was unlikely and another was extremely unlikely.

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.

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

"Always friendly and prompt. Doctors, especially my own - Dr Lofts, very thorough and good."

"Friendly, caring, careful, well-run - you are everything the NHS aspires to."

"Always cheerful, always courteous, uplifting of the spirits."

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

"On the whole we like the friendly attitude and convenience of Arlington Road Surgery. The main difficulty we experience is in making an appointment with one's "own doctor" or the doctor of choice. Usually the matter is not urgent and we would be happy to wait a week or 2 but reception in our experience seems reluctant to do this. As a result one seldom has an opportunity to see a doctor of choice - even more so if booked online (in my experience). Surely the AM call system should be for urgent matters only and there should be an easy way to make a non-urgent appt with the doctor of choice. It's hard to know whether to recommend a given surgery without being able to compare with others. Thanks for what you do. Good GPs are vital to the NHS and much appreciated."

"Efficient, caring and good at explaining medical facts. Able to talk freely to doctors; appreciated."

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

"I have been waiting for about 5 weeks for a referral to be done for me to the DGH, to have a problem sorted out, which I have now lived with since last September. I went to reception yesterday to be told that it has still not been done."

A patient who was 'extremely unlikely' to recommend us said...

"The GP has been hopeless with my treatment and referrals."

We are sorry you feel so let down. We find anonymous grievances very difficult to deal with. As we don't know who the patient or clinician is, nor the circumstances surrounding the grievance we are unable to look into what went wrong and are unable to learn from this to improve patient care in the future.

We realise that you may have chosen this method of feedback because you do not feel your grievance warrants a formal complaint, however we would like to be able to look into, deal with and learn from your grievance.

In circumstances such as these we would recommend giving feedback in the form of a

letter to the Practice entitled 'constructive criticism'. This would mean we would not deal with the feedback as a formal complaint, but it would aid us in improving patient care in the future and is a far more constructive method of feedback than an anonymous negative review that we cannot begin to deal with.

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

*"1. I still miss the loss of your phone/computer appointment making/changing facility.
2. Subject to your control is the pharmacy. It is great, but it is over-whelmed by its success and something is needed to enable it to process prescriptions more quickly - and find them at collection time. Just watch the 3 or 4 steps they go through with one's own name. Manual files, computer files, searches on over-crowded shelves!!"*

Thank you for your feedback... 1. Patient Online Services is now available again to all patients. If you have not re-registered for the service, please contact the Practice. Unfortunately the phone version of the service is not compatible with the computer version and to re-instate the phone version of the service would lead to a very unfair booking system for patients.

2. The Pharmacy is managed by Community Pharmacies, not by the Practice. However, we will pass your feedback onto the Pharmacy.

"Bespoke carparking!"

Now wouldn't that be nice!

"Not always easy to get an appointment when needed. Would like to be able to see own doctor a little more!"

We are very aware of the frustrations experienced by patients on this score.

Unfortunately, all of our GPs are part time. This, combined with the various surgery rotas that need to be covered on a daily basis, does reduce each individual GPs availability. This will mean that your GP is not always available to see you on the day that you call, however, we do pre-book appointments in advance, if you are able to wait to see your own GP. We are aware and regret the lack of continuity of care that this can sometimes cause and are constantly reviewing our systems to try to improve patient experience.

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.