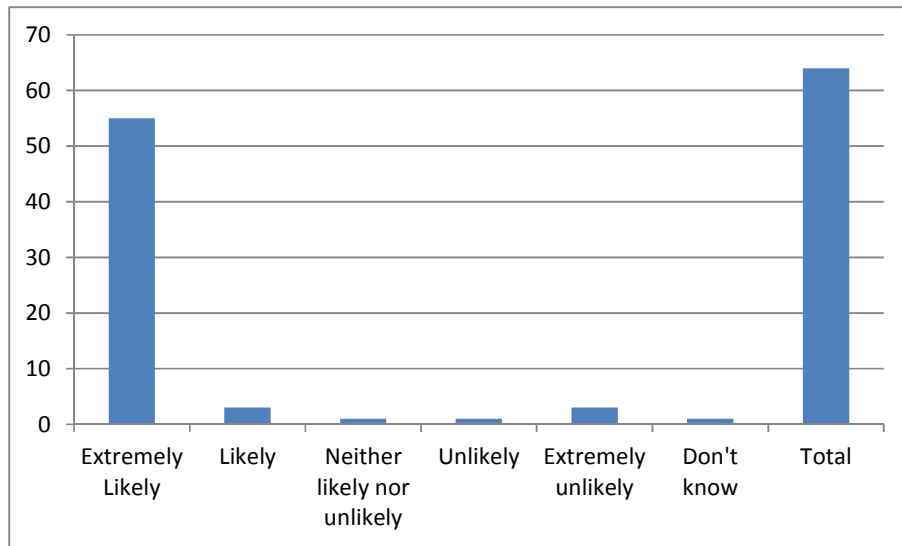


## Results of Friends and Family (FFT) Survey for March 2019



Thank you to those of you who completed the Friends and Family Survey for us in March. We are again delighted with the feedback we have received. As you can see from the above graph, out of the 64 patients completing the survey, 55 were extremely likely to recommend us, 3 were likely to recommend us, 1 was neither likely nor unlikely, 1 was unlikely to recommend us, 3 were extremely unlikely to recommend us to their family and friends and further one patient did not know how they felt about recommendation.

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 four 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...

"My Doctor referred me to the dermatology clinic under Dr McFadden. I found the treatment and information about the procedure extremely efficient. A second growth was noticed by Dr Matthew Williams who took photos and details and sent them directly to DGH for immediate treatment, which was complete within 4 weeks. I was most impressed by the fact that follow-up appointments were made whilst attending the first one. No waiting for letters."

### Patients who were 'neither likely nor unlikely' to recommend us said...

*"Choosing a GP is a very personal thing and I would never try to influence anybody. We have been with Arlington Road a long time and had some very good care and support in the past. Unfortunately, things are not as good in our opinion as they used to be. Consistency is very important to us, especially with our children and that is not something that is given enough priority in my opinion. It is very important to see a doctor who knows you and your family."*

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?*

*"More Patient Choice in terms of who we get to see and whom we are registered with. Greater ease in booking appointments too."*

*We too would prefer consistency but unfortunately General Practice is a fast changing world and GP recruitment continues to be difficult.*

*Our long-serving staff, both clinical and non-clinical at times would like to go back to the simplicity of General Practice 20+ years ago. However, we have had to change our way of working to be able to continue to provide an effective service to our patients. This means having more part-time GP's and other Professional roles in the Practice working alongside the GP's. We have been forced to choose clinician availability over consistency.*

*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.*