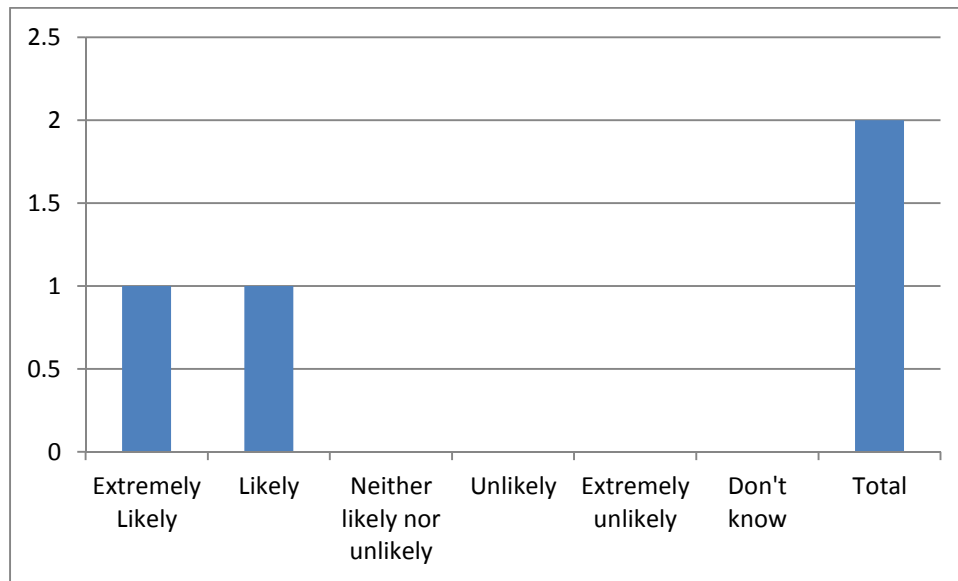


Results of Family and Friends (FFT) Survey for May 2015



Thank you to those of you who completed the Family and Friends Survey for us in May. We are again delighted with the feedback we have had. However, we actually only had two responses. As you can see from the above graph, one patient was 'extremely likely' and another '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 only one of the two patients gave us permission to do this.

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

"I have always managed to get an appointment, and following recent surgery the aftercare from Dr Rajap and team was superb. The surgery is clean, efficient and an example, the DGH (where I work) would do well to follow! Prescriptions are always dealt with on time and clinic delays (always to be expected sometimes whatever practice/outpatient setting) are always minimal or well informed. No one likes visiting the GP but arlington road has provided a setting in which you always feel welcome and valued."

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.

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?

The responding patients either did not answer this question, or opted not to share their comments publicly.

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.