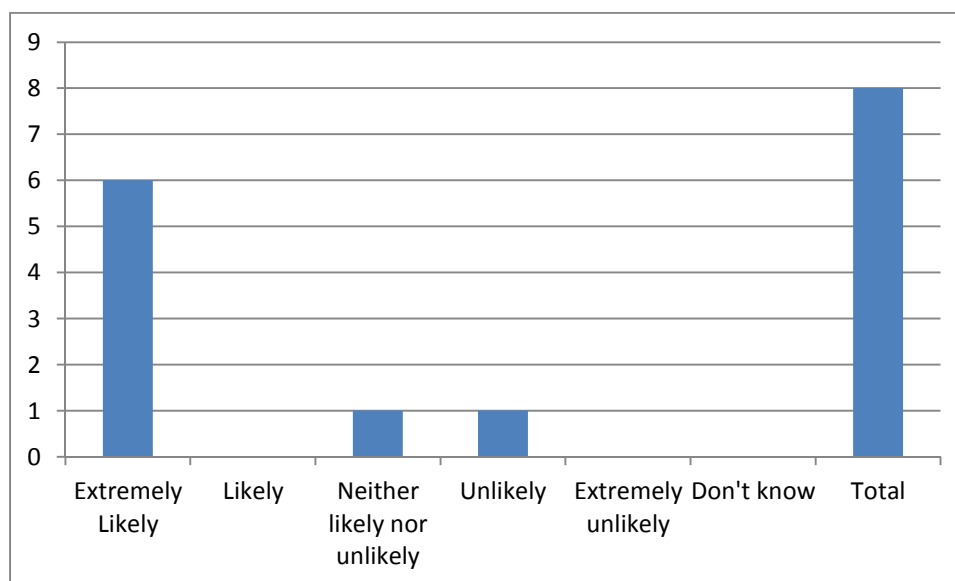


Results of Friends and Family (FFT) Survey for May 2016



Thank you to those of you who completed the Friends and Family Survey for us in May. We are again mostly pleased with the feedback we have had. As you can see from the above graph, six patients were 'extremely likely' to recommend us, one patient was 'neither likely nor unlikely' and one patient was 'unlikely' 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 five patients gave us permission to do this.

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

"A true family Practice. Apart from the doctors being excellent the reception staff especially Shirley are outstanding. Extremely efficient and supportive. Can't praise them enough."

"Very pleasant and helpful receptionists. Can get appointment 'on the day' usually. Consider it a very efficient Practice. Also having 'your own doctor' is greatly valued."

"This response was given because of the kindness, consideration and care shown to you by everyone who works at Arlington Road, not just GP. I have recommended your GP Surgery."

"I have been with this surgery for thirty years now. I have always been impressed by the care and professionalism shown by, not only the GP's but also the Reception team who provide an excellent quality of service despite the difficulties that continuing Government cuts make to their budgets."

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.

Patient who was 'neither likely nor unlikely' to recommend us said...

"I have had two appointments with Dr Marin and on both occasions she was running at least half an hour late. Just as the Practice expects patients to honour its rules and regulations so the patient has a right to be told if the doctor is running late when they book in. I realise that the reception staff may not be aware of late running but the doctor should have the courtesy to let the reception desk know so that patients may be advised."

We completely understand your frustration and have passed this feedback onto our Reception staff, whose responsibility it is to inform patients when any of our Clinicians are running late, as a reminder. We apologise that this did not happen routinely on your recent visits to the Practice.

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...

"I know it's impossible but a car park would be nice."

"My care and treatment is excellent."

"Sometimes the appointment system has caused difficulties in making arrangements to see your own GP. This, in the long run, actually causes appointments to be lengthened as I have found the need to go through detailed past medical history in order to explain my current visit."

We do understand what you are saying but the majority of our GP's are part-time and unfortunately the number of appointments each GP is able to offer is limited. We do try to make our appointments system as flexible as possible by making it possible to pre-book

appointments in advance with all our GP's but also have availability daily for urgent problems.

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.