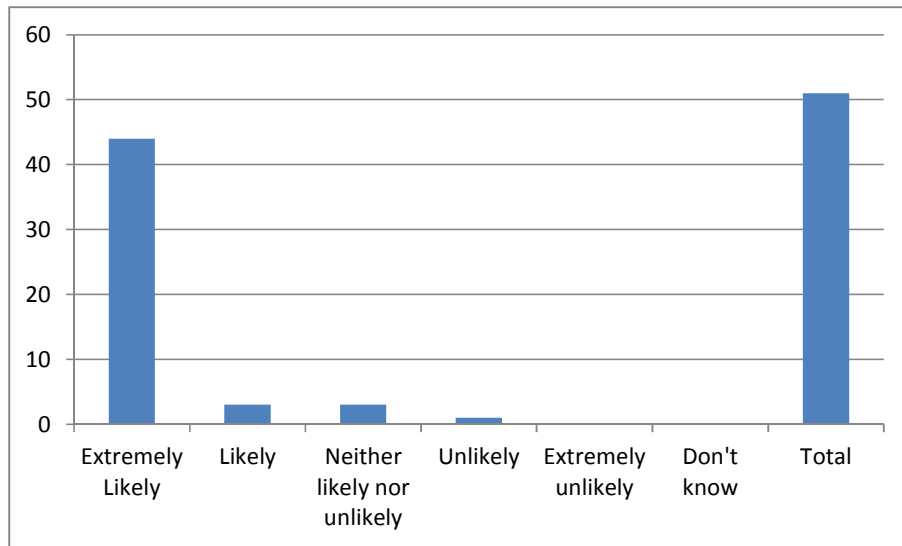


Results of Friends and Family (FFT) Survey for May 2017



Thank you to those of you who completed the Friends and Family Survey for us in May. We are again, on the whole, pleased with the feedback we have received. As you can see from the above graph, out of the 51 patients completing the survey, 44 were extremely likely to recommend us to their family and friends, three were likely, three were neither likely nor unlikely and another was 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. Comments received via SMS are not published due to the difficulty obtaining consent.

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

"Found doctor and all in the surgery extremely helpful."

"I have used the Practice for approximately 6 years. I have always been treated courteously and great patience. Recent events of an intractable infection was multi-doctor involvement due to urgent needs of meds and tests. The receptionists also deserve a commendation! Thank you!"

"I've been a patient at the Surgery for 15 years and have always had the same male GP. The reception staff are friendly and helpful face to face and over the phone. The health care assistants who I see occasionally for blood test etc. are friendly, understanding and professional. My GP is excellent, I trust him with the assessment of my health and treatment, and I am fully a part of any decision making process around my treatment. I wouldn't want to change surgery unless I moved out of the area. Clearly all the staff at the surgery are under pressure day to day but I never feel that pressure is passed on to me as a patient or affects my care. Overall, very happy with the service. (Recently the appointments system seems to have changed to pre-bookable and it is now more difficult to get an appointment.)"

"They have a varied amount of staff who can offer different services to all."

"I have not had a problem with the Practice in over 30 years."

"Such a good doctors surgery never had a problem"

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

"Nothing to change"

“Since the surgery has changed to pre-bookable appointments it's now very difficult to either see my own GP or even have an appointment with 'any GP'. This has made the surgery significantly more difficult to use and health services less easy to access. Please could you try to address this?

Make it easier to (obtain) information on my mother's health she has dementia and it is difficult to sometimes to get the right information.”

We are very aware of the difficulties patients experience in arranging an appointment with their own GP and regret that we do not have any easy solution to the problem. We changed to pre-bookable appointments because many patients complained about the gamble they had to take phoning daily to see if they were lucky enough to get an appointment on the day when the appointments were released. Many patients requested to be able to pre-book appointments, to enable them to plan ahead. Our current system was designed to reach a compromise between patients being able to plan their appointments and providing a number of on the day routine and emergency appointments for problems that cannot be planned for.

How we can effectively and appropriately share information with relatives is best discussed with the patient's GP. We aim to make dealing with a dependent relative's health as easy as possible for relatives and carers, but also have to be very mindful that we are not sharing confidential information without permission. If you have Power of Attorney, or written permission from a patient who has capacity to make a decision about sharing their medical information with a third party, please let the Practice have a copy. This will then be scanned into the patient's notes and the notes flagged so that all staff, clinical and non-clinical, know that they are at liberty to share information with the named third party.

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.