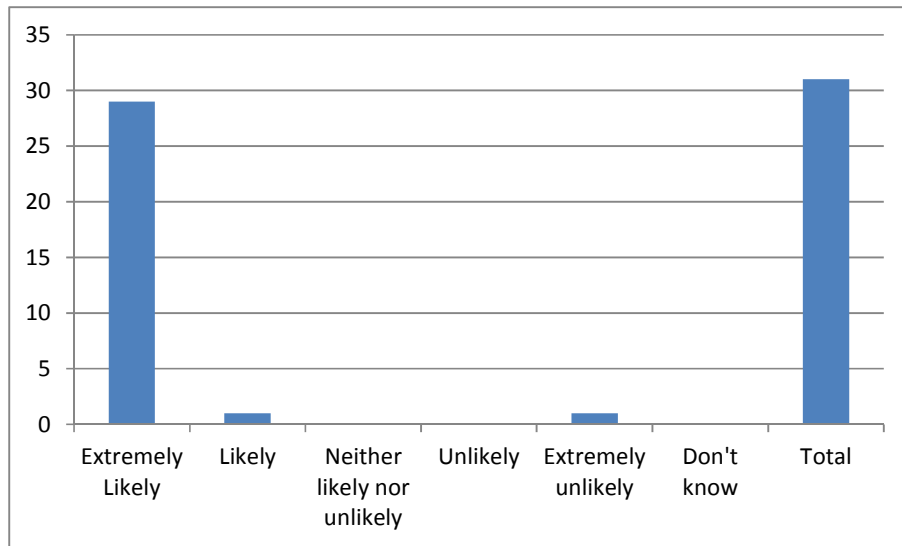


Results of Friends and Family (FFT) Survey for May 2018



Thank you to those of you who completed the Friends and Family Survey for us in May. We are again, on the whole delighted with the feedback we have received. As you can see from the above graph, out of the 31 patients completing the survey, 29 were extremely likely to recommend us, 1 patient was likely to recommend us and one patient was extremely unlikely 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 nine 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...

"Nurse Loraine was so patient and caring with me. Gold Star Service!"

"Able to see own GP by ringing in at 8.30am. Prompt referral to Chest Pain Clinic, ECG performed same day. Staff very friendly, professional and helpful."

"I attended to see nurse today with my daughter who is under Great Ormond Street Hospital. We saw Nicole whose experience and knowledge far exceeded my expectations and although my daughter didn't have the procedure we had attended for, we both left feeling very positive being in the care of Arlington Road."

"All the staff are helpful and pleasant."

"It is a very well run practice and it is always possible to see a GP if your need is urgent."

"I have been with this surgery since birth. I have always been very pleased with the treatment/service I have received. My children all attend this surgery as did my parents."

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

"Most of the GP's are kind, caring and compassionate, especially our registered GP who appears to genuinely care for our whole family. He knows us all well and that really makes a difference. Unfortunately it can be quite tricky to get an appointment with him unless booked well in advance! The reception staff are generally polite and helpful. The nurses are all lovely."

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

"Unhappy with treatment my mother received."

We are disappointed to hear that you feel your mother's treatment was unsatisfactory. 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?

"Today I would not alter anything. Even enjoyed the lift!"

"Difficult to get appointments with own GP at short notice. Can be a challenge sometimes to get an appointment on the day with any GP!"

We are very aware of how difficult it can be to get an appointment with your registered GP at short notice. All of our GPs are part-time and also have to take their turn in on the various rotas that keep the surgery running smoothly, which naturally limits the number of appointments each individual doctor has to offer.

We do, however, run a system that ensures we are able to offer advice and/or treatment to all patients who consider their problem to be urgent for that day. We keep back a number of routine appointments for each day, once these appointments have been exhausted all urgent requests are dealt with by our triage doctor. This ensures that everyone with an urgent problem speaks to a doctor. Some problems are resolved over the phone, if not the triage doctor will ensure that the patient has an appointment that day with themselves or with one of their colleagues.

"No complaints or suggestions"

"Holiday vaccinations. This required 3 phone calls necessitating 3 repeats of holiday information. An online form or one to collect and return (which I know works in some practices) would seem to resolve this problems and save time for the Practice."

We do apologise that your experience booking holiday vaccinations was rather frustrating and repetitive. We are sure that this was a one off problem, however, we will look into how the service can be improved.

"Receptionist would be less judgemental when asked to pass on message. Not saying 'why are you calling again?' when a situation remains unresolved."

We are sorry you were made to feel uncomfortable. Your feedback will be passed to our receptionists who we are sure did not intend to make you feel judged.

Our calls are now recorded, so in future if you feel a call was mishandled, please make a note of the date and time of the call and the number you called us from and let the Practice Manager know. We can then listen to the call and if appropriate share that with the receptionist in question to aid their development and help them to recognise when perhaps their tone has implied a lack of empathy or understanding.

"Send me a reminder when I need to have my thyroid levels checked."

Patients on Levothyroxine receive a reminder with each repeat prescription that they need an annual blood test. We feel keeping track of when this blood test is actually due in the year is the responsibility of the individual patient. Top tip: Book your blood test for your birthday month to help you remember when it is due!

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.