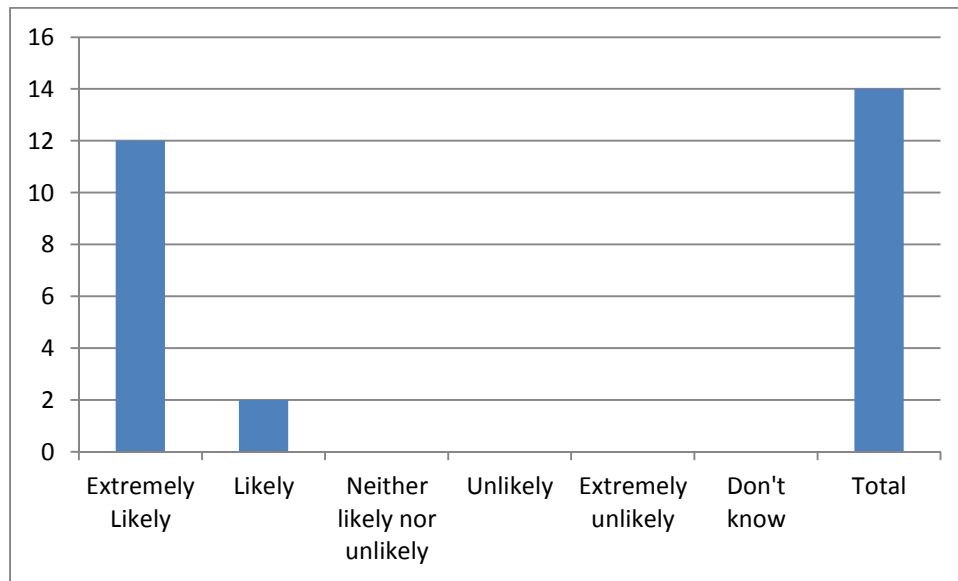


Results of Family and Friends (FFT) Survey for November 2015



Thank you to those of you who completed the Family and Friends Survey for us in November. We are again delighted with the results! As you can see from the above graph 12 out of the 14 patients, who completed the Survey, said they are 'Extremely Likely' to recommend us to their family and friends. The remaining 2 patients were 'Likely' to recommend us.

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. We also received some lovely comments that patients chose not to share publicly.**

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

"I am always very satisfied whenever I see my doctor or another doctor or nurse.
I have always found the Practice very good."

"The doctors and nurses and pharmacy staff are all nice
and also receptionists are very helpful"

"All staff are kind, courteous, very helpful and professional and all clinical staff have a
very high standard of expertise. Appointments are made to fit in with patients'
requirements as far as possible."

"The premises are clean, spacious and well designed. Services provided offer 1st rate patients care, from booking appointments to routine medical treatments by nursing staff or consultations with GP's. The on-site pharmacy is a boon."

"Always very helpful and friendly."

"The whole of November AMAZING! Could not have had better response had I been a private patient - immediate referrals to EDGH... and today, my (very small & difficult) ear returned to it's former glory."

"The Dr's & Nurses have a lot of time for you and are caring . Receptionists friendly too. Everyone is very helpful."

"Thorough, prompt and courteous treatment. GP is not fixated on his computer screen and listens attentively."

"Despite its size, this is a friendly practice. Unlike some surgeries, there is no long delay in booking an appointment and when necessary a home visit. Recent up-grading of the Surgery has made a visit a more pleasant experience."

"Regretfully I am a 'regular' visitor to the practice and have been seen by almost every GP and Nurse. The care and attention I receive is second to none. I consider myself to be fortunate indeed to belong to Arlington Road."

"Our family have used the practice for many years. Everyone - Receptionists, Nurses and Doctors are extremely pleasant and professional. Care is excellent and now complemented by the Pharmacy."

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

"I am very satisfied with the care and attention from all staff and doctors at this surgery."

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?

Several of the responding patients felt there was nothing that needed improvement, or opted not to share their comments publicly. Here are some of the comments/suggestions we received from patients this month...

"I am happy with care and treatment however I have found on more than one occasion unfortunately that the delivery service of medication from the Pharmacy seems to have proved far from reliable - resulting in the fact that my husband, after a while, chose to come along and collect his own tablets."

We are sorry to hear you have experienced difficulty with our Pharmacy. The Pharmacy is run independently of the Practice but we always pass on any feedback that we receive, to help them improve their service.

"Making it easier to see your own doctor"

We do appreciate that patients prefer to see their 'own' doctor but this is not always possible. Most of our Doctors are part-time which naturally limits the number of appointments they are each able to offer. There are also various Surgery rotas that each one has to take their turn to cover.

Many of the Doctors themselves would love to go back to the days where each day they were at their desk and available to the patients wishing to see them but unfortunately General Practice has changed to such a degree that we have to find different ways of managing the workload and the demands laid upon us by higher authority. We therefore make sure that we always have somebody available to see you when your registered doctor is unavailable.

"Can't think of one!"

"I cannot think of anything to better what's already available."

"I can honestly find nothing to offer in the way of change. Lucky to have such a good team."

"A nice cup of tea with each appointment!!! Otherwise I am very satisfied and happy with all aspects of the practice."

And a biscuit? – we'll see what we can do! Really nice to hear such positive feedback. Thank you 😊

“I have no changes to propose about treatment but the experience is adversely affected by the lack of parking. I have had to attend the surgery two days running and on each occasion was forced to park in town in a parking meter space. Fortunately I am mobile despite my age (84) but many patients are not. Local 'disabled' spaces would seem to be essential to facilitate those with blue badges.”

We agree that parking is extremely difficult in close proximity to the Surgery. Unfortunately, this is completely out of our control. In fact, the council are in the process of even reducing the, already limited, number of spaces for the Doctors outside the Surgery. We do provide a free taxi phone in our entrance hall for patients who find it easier to travel by taxi but sadly there is nothing else we can do to improve the parking situation.

“No change to care or treatment, but have better music. It's very depressing listening to it, especially when you feel low or are poorly.”

We are trying various options at the moment but it's very difficult to please everyone 😊

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.