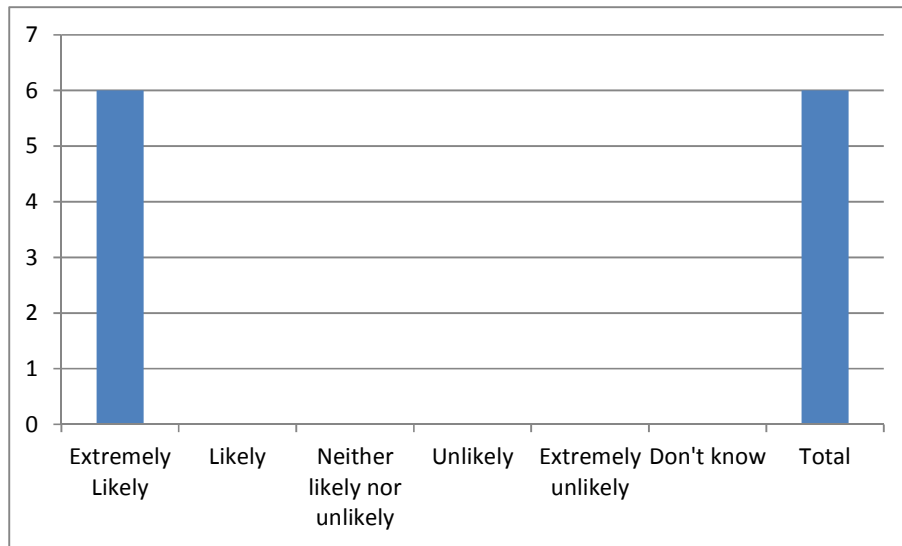


Results of Friends and Family (FFT) Survey for November 2016



Thank you to those of you who completed the Friends and Family Survey for us in November. We are again delighted with the feedback we have received. As you can see from the above graph, all six patients completing the survey were 'extremely 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 two patients gave us permission to do this.

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

"Kerry 2 was amazingly helpful in sorting a prescription for my daughter when the school needed it for her. Thank you."

"Fantastic Doctors and Nursing Staff. So approachable and approachable."

The other responders did not wish to share their comments publicly.

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?

We received one response with permission to publish to this question...

“The appointment system. It’s impossible to get appointments on the day you need them. More pre-bookable appointments would be good.”

We do understand your frustration but it's very difficult to form the perfect balance. We re-instated a pre-bookable appointments system at the request of patients who did not appreciate having to phone on a daily basis but this does mean that each doctor does get booked up further ahead. To compensate this we have emergency appointments available for patients who cannot wait to see their own GP in the next available routine appointment. We are constantly reviewing our systems and looking at ways to improve our services.

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.