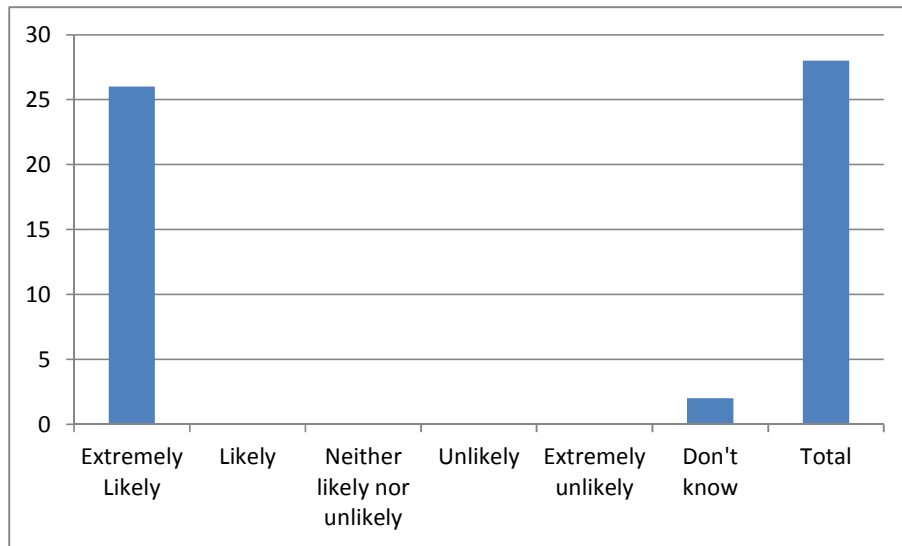


Results of Friends and Family (FFT) Survey for November 2019



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, out of the 28 patients completing the survey, 26 were extremely likely to recommend us and 2 patients didn't know how they felt about recommending 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 four 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...

"Dr Frisby is an excellent Doctor who really makes you feel listened to and well treated."

"Everyone is friendly, informative and helpful"

"Such a great Dr, helpful, brave and understandable"

“Thank you for your help and attention in help needed for my son’s attacks. You have been so patient and kind when I have been stressed and under pressure.”

“Dr Frisby is an amazing GP who always goes above and beyond for us as a family.”

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

The suggested improvements for the month were as follows....

“At present satisfied. More appointments available.”

“I think everything was perfect, apart from having to wait quite a long time for the appointment.”

We have recently recruited two salaried GPs and another will be joining us later in December. This follows the retirement of two of our Partners this year, meaning we have been rather stretched. Hopefully these recruitments will have a positive impact on appointment availability.

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.