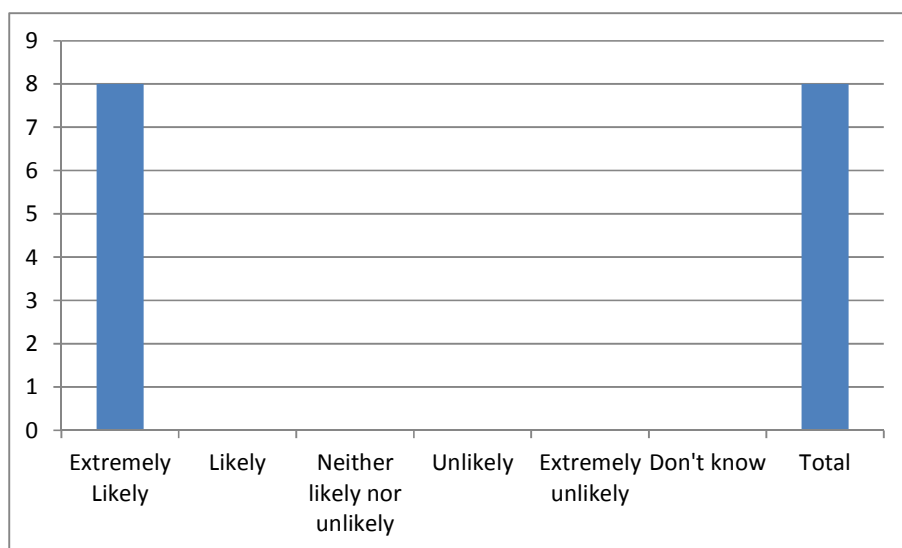


Results of Friends and Family (FFT) Survey for October 2016



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

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

"Always treated with respect by all staff - reception/pharmacy too."

"As always my doctor and any others I have seen listen with real interest in any problems I may have and discuss the treatment that may be necessary and I am sure all other patients are treated the same."

"Always helpful, always reassuring, you feel safe and welcome at Arlington Road Medical Practice."

"The Surgery is extremely well run and even if your own Dr isn't available, there is always another Doctor to see in an emergency."

"We have already recommended you. My husband and I think you are all absolutely marvellous. Nothing is too much trouble. We like that we are cared for as a family because if something is wrong with one it affects all of us."

"Because my wife and I get a very caring service. Could not be better."

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

"Booking with own GP is very difficult - and difficult to ring at 8.30am when I work."

"We don't like the appointment system, it's a bit like ready, steady go. But I'm not able to suggest anything. Having the pharmacy is great. The staff do everything they can to help with a smile on their face."

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.

"Nothing. I would also like to say that all of the staff treat everyone with respect and not as a number!"

"Many improvements have been made over the years. Easier parking would be great, but doubt anything can be done about that!"

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.