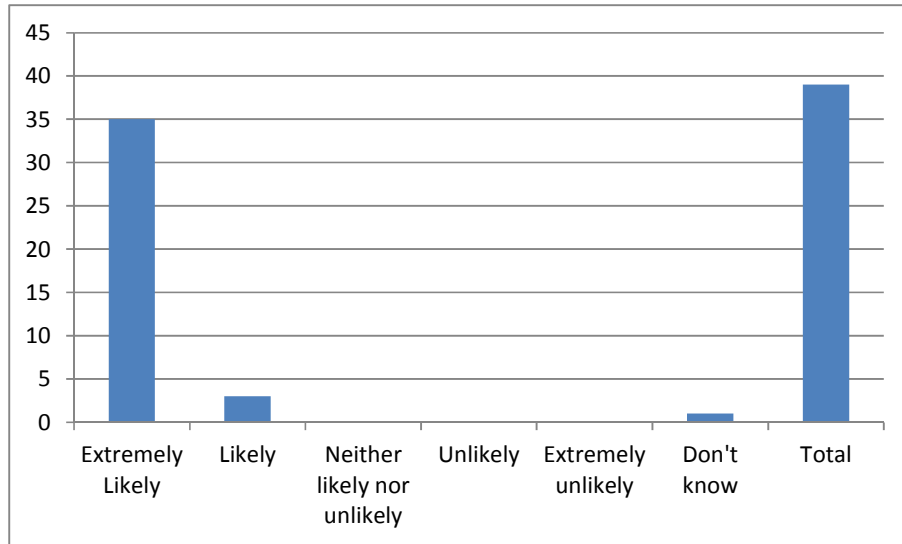


Results of Friends and Family (FFT) Survey for October 2018



Thank you to those of you who completed the Friends and Family Survey for us in October. We are again, on the whole, delighted with the feedback we have received. As you can see from the above graph, out of the 39 patients completing the survey, 35 were extremely likely to recommend us, 3 patients were likely to recommend us and one patient didn't know if they would 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 seven 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...

"I was extremely happy with Dr Frisby. The care and attention from him was excellent."

"I saw Dr McFadden. He gave me confidence – he was really caring and thoughtful. He did not rush me and really engaged with me. I was really impressed."

"Dr Jones performed a miracle with my ear! I can hear again 😊"

"I have always been very happy with the service provided by my GP and the other staff, who are very helpful."

"They are all great."

"Best surgery I have ever attended. Staff are friendly and polite. Doctors very understanding and helpful and listen to you without being patronising or rude."

"Dr Laure is truly amazing, always caring, considerate, empathic and on the ball – a true professional. Saw Dr Zacks for the first time last week, so impressed, what a lovely guy. Very helpful and even gave me a follow-up call 3 days later to see how I was. Very impressed."

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?

"Sometimes when you speak with certain receptionists they are extremely rude and intimidating, puts you off calling for advice."

This is disappointing to hear as this is certainly not the message we want our receptionists to be giving. Your feedback will be passed to all of our staff at our next admin meeting but it is always more effective if we can speak to the individuals concerned.

All of our calls are recorded and if you ever feel your call was dealt with inappropriately, please contact the Practice Manager as we can then listen to the call and feedback to the staff member concerned (this need not be a formal complaint if you do not feel it warrants it, but can be fed back as constructive criticism). Sometimes a tone of voice implies an unintended attitude, which we can only improve on if we can identify the member of staff and help them to recognise their fault and support them in improving their communication skills.

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.