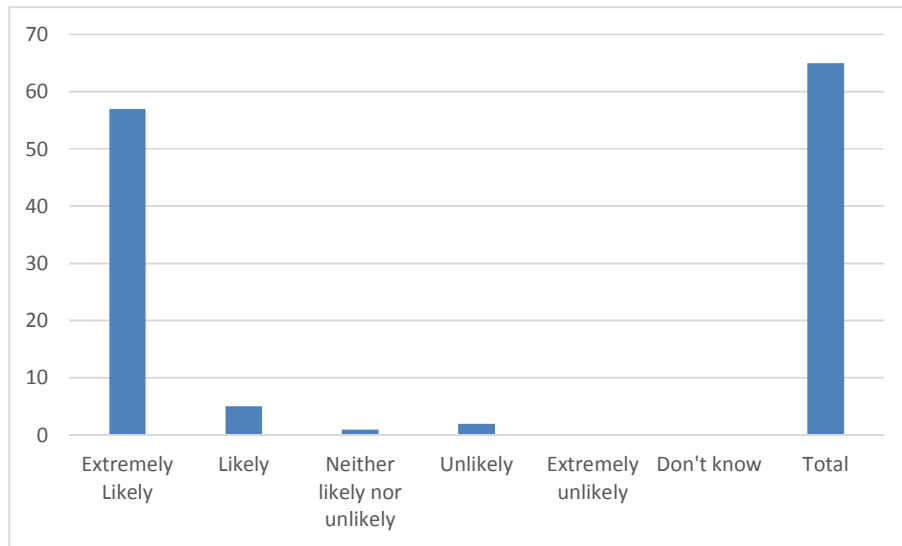


Results of Friends and Family (FFT) Survey for September 2017



Thank you to those of you who completed the Friends and Family Survey for us in September. We are again, on the whole, pleased with the feedback we have received. As you can see from the above graph, out of the 65 patients completing the survey, 57 were extremely likely to recommend us, five were likely to recommend us, one was neither likely nor unlikely to recommend us and two were unlikely 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 five 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...

"They are very kind and helpful"

"My annual heart review was undertaken by Nurse Mary who demonstrated her usual high level of professionalism, good humour and all-round high nursing quality."

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

"The Practice staff are friendly and competent."

"I had a health check today. Very helpful and gave good advice."

A Patient who was 'unlikely' to recommend us said...

"Twice I have booked appointments, first with the Nurse and second with the Receptionist over the phone, to turn up at the Surgery and the appointments have not been entered on the system."

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?

We received three responses with permission to publish to this question...

"Nothing"

"By not restricting the time for phone info on tests"

We are sorry that you find the time restriction prohibitive. Whilst we do try to make all of our services as accessible as possible, this restriction is in place for the following reasons...

1. Calling after 2pm gives more opportunity for your test results to have come back and been viewed and commented on by the doctor.
2. Giving out tests results is a task that requires time, precision and concentration to ensure the correct information is given to patients. Our phone lines are at their busiest during the morning, with the majority of our appointment and home visit

requests coming through at this time. We feel not trying to deal with test results in this extremely busy period helps to safeguard against errors being made.

Although we do say between 2-4pm for test results – most of our staff will be happy to oblige after this time. We will put your suggestion to our next admin meeting and consider whether we could extend the time stated time for a longer period throughout the afternoon.

“Pay more attention to detail and ensure the appointments are actually logged!”

Firstly, we offer our sincere apologies for the frustration you have experienced with our appointments system. The complaint has been forwarded to both our Nursing and Reception teams to ensure everyone is more vigilant in ensuring the appointment they are booking has definitely been logged on the system.

Whilst booking with any of staff should need no reassurance, if you would like to be able to double check your appointments have been booked, you may like to be aware of the following services.

1. SMS appointment reminders. These are sent to any patient who has given the Practice their mobile phone number. A confirmation will be sent when an appointment is booked, as well as a reminder nearer the time of the appointment.
2. Online Services. Patients who are registered for Patient Online Services can check, make and cancel appointments at any time of day or night.

We again apologise for the inconvenience that was caused to you and hope that you find the information above helpful.

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.