FFT FEEDBACK

APRIL 2016

As you are aware Friends and Family Test started in the month of December. As from January 2015 feedback has to be made back to NHS England and the results added to NHS Choices.

I believe it is good practice to feedback all comments and show patients that we are trying to address the weaker comments in a ‘you said we did’ way.

We also now have given patients the option to feedback via text requests/questionnaire they will receive after their appointment.

FRIENDS AND FAMILY FEEDBACK FOR THE MONTH OF MARCH 2016

HIGHLY LIKELY **03 (in-house response) 49 (via text response)**

LIKELY **07**

NEITHER LIKELY/ UNLIKELY **00**

UNLIKELY **01**

EXTREMELY UNLIKELY **02**

DON’T KNOW **01**

COMMENTS

* Doctor is always there for you even with personal you can talk to them and they give you good advice and the receptions they are very helpful, friendly, it’s a very nice team that work there I just love my surgery.
* I have to call seventeen times to get an answer to book an appointment
* Very well run doctors and staff professional and friendly.
* Easy to access appointments thoughtful and polite reception staff . Polite thorough doctors
* The GP used a lot of long and very complicated words like emollient and ablutions rather then making it simple for me to understand
* The service was nice . Staff was polite. Got the appointment
* I was being listened to and time was given to me
* Because their services is always first class
* The appointment was on time and the GP listened to me
* Saw the Dr on time and he was super nice
* Helpfulness and kindness as well as professional skills of Nurse Practitioner Judi
* I was called relatively quickly for my appointment the doctor listened and we discussed the issues and came to a quick conclusion. Efficient process
* Information and understanding
* Because they make me keep intact with my health which I am thankful for
* Because the staff are kind and friendly and make friends with anyone
* Because the staff are very friendly and kind. It is very clean.
* They were on time friendly staff who did their jobs well
* Everything was dealt with professionally
* Because they helped me
* Been hear more then 10 years, always been happy with the way the doctor treats me

**HHR Medical**