FFT FEEDBACK

AUGUST 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 AUGUST 2016

HIGHLY LIKELY **00 (in-house response) 33 (via text response)**

LIKELY **05**

NEITHER LIKELY/ UNLIKELY **00**

UNLIKELY **00**

EXTREMELY UNLIKELY **01**

DON’T KNOW **00**

COMMENTS

* Very friendly and helpful receptionists which is rare in Drs surgeries. Dr was lovely too. Only reason I didn’t give a 1 is because you have no vaccination clinics for the next month so I am forced to pay private which I think is a bit of a scam.
* The GP and receptionists were so polite, accommodating and listened to my concerns. They always have time and are always very thorough. I speak very highly of HHR because I believe they are the best surgery.
* Quickly in and out, very friendly doctors, different doctor didn’t mean any problem in repeating issue from last time
* Very kind and caring doctor
* No solution was offered to the issue
* Friendly at reception and in appointment
* Helpful and compassionate nurse. Very understanding about needs of autistic daughter.
* Excellent knowledge of asthma, excellent advice given in consultation and wonderful service.
* Helpful

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**HHR Medical**