FFT FEEDBACK

JUNE 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 JUNE 2016

HIGHLY LIKELY **00 (in-house response) 40 (via text response)**

LIKELY **05**

NEITHER LIKELY/ UNLIKELY **00**

UNLIKELY **00**

EXTREMELY UNLIKELY **02**

DON’T KNOW **00**

COMMENTS

* Am very happy with service I receive. The treatment from the doctors and nurses is satisfactory and feel comfortable talking about any issues.
* The surgery was clean, the receptionist was polite, the doctor was polite made me feel welcome
* Nice service on reception, doctors are awesome and they behave very good
* Professional and friendly doctor. Felt like I got all the information I needed and procedure was problem free and as painless as possible. Would definitely recommend. Thanks
* Rubbishy every time I go there. None of my problem is solved, how can a doctor ask me what would like to be done. Are not a doctor should be you tell me what will happen next and why I am get this problem come out with solution or help. I am still in pain and tired
* Was a little slow giving me my urgently required treatment, but go there in the end
* In my experience it is very rare you meet a group of doctors at the same surgery that has time for you, listened and really does try help. For myself restores my faith in people helps me to move forward Thank you
* Supper, Efficient and fast and super helpful
* Felt listened to and can now hear in both ears
* Excellent practitioners at this medical centre. I feel looked after and appointments are promptly given. Thank you (left their name)
* The reason is that she was extremely informative, answered all my questions, gave me lots of extra information. Thanks
* Nurse Mandy is extremely patient, the whole practice provides a fantastic efficient service from reception staff to the GPs and Nurses
* Easy to get appointment and great doctor
* I feel I was listened to by my doctor and not rushed
* I was seen the nurse today, Miss Weston, she was lovely and very helpful
* The GP was welcoming, thorough and supportive
* Because it’s the best surgery you could wish for. It’s always easy to get appointments. The staff are friendly and helpful. And Mandy is lovely
* Got an emergency appointment quickly and without question, warm and knowledgeable treatment
* Service was on time, fast and accurate.
* Only 2 minute wait from my appointment time, nice and professional practice nurse.
* Excellent and dedicate GP, Nurse Mandy is very good as well. Especially for postnatal and young babies.

**HHR Medical**