FFT FEEDBACK

MAY 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 MAY 2016

HIGHLY LIKELY **03 (in-house response) 23 (via text response)**

LIKELY **04**

NEITHER LIKELY/ UNLIKELY **00**

UNLIKELY **01**

EXTREMELY UNLIKELY **04**

DON’T KNOW **00**

COMMENTS

* Because of their good service
* Efficient and timely service
* Wealth of knowledge and expertise the medical displayed
* Handling of appointments
* Excellent care and advice provided
* Very polite and helpful
* Caring friendly staff and lovely midwife
* As always, very helpful and reassuring
* The six weeks postnatal check was right on time. The midwife was knowledgeable and well-articulated with information for me as well as baby. She also helped to calm my baby in between check-ups.
* Friendly staff, on time, doctor very nice
* Poor information, not helpful. Mentioned about costs when I asked for blood test. Never seen this before
* The staff are very friendly. I have a great relationship with my doctor. All round wonderful practice
* The surgery knows my family well.

**HHR Medical**