FFT to June 2015

We started our friends and family feedback in advance of the required date, in December 2014.

We were not required to feed this information back to NHS England but detail the results below with the results submitted to NHS England for January to June 2015:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Dec 14 | Jan 15 | Feb 15 | Mar 15 | Apr 15 | May 15 | Jun 15 |
| Extremely likely | 18 | 17 | 9 | 6 | 3 | 3 | 1 |
| Likely | 2 | 3 |  |  | 2 |  |  |
| Neither likely not unlikely |  | 1 |  |  |  |  |  |
| Unlikely |  |  |  | 2 |  |  |  |
| Extremely unlikely | 1 |  |  |  |  | 1 | 2 |
| Don’t Know |  |  |  |  |  |  |  |
| Total Responses | 21 | 21 | 9 | 8 | 5 | 4 | 3 |

It is disappointing that the number of responses seems to be dwindling, though encouraging that the vast majority of responders appreciate the practice and its services.

We perhaps need to reinforce with patients that they can respond after every interaction with the practice as this is not necessarily clear.

We are concerned that those who responded that they would be extremely unlikely to recommend us have not given us the chance to remedy any problems.

We particularly welcome the comments patients have provided in response to our additional question. This is because we are sometimes unaware of issues which may require explanation or information which can be passed on to patients in a number of ways such as our regular newsletters or on our website. Comments can also flag trends to us which may need to be addressed.

We have highlighted some of the responses to these comments in our May and August newsletters.

The additional question we ask of our patients is:

*If we could change one thing about your care or treatment to improve your experience, what would it be?*

A selection of comments and responses to this question are shown below:

For improvement:

* Better magazines
* Appointments to be on time please (within 20 minutes for parking)
* More earlier appointments before 8.30am
* Online prescriptions
* More consistent access to one doctor
* Reduce waiting times
* Waiting times
* Being able to see your preferred doctor within a week
* Not having to wait 2 weeks to see your GP
* Rethink the machine appointment system (its often nicer to talk to a person)
* More access to your ‘own’ GP but on the whole no improvement required
* Weekend appointments
* A well woman specific clinic

Compliments:

* **I am very happy with the present care. Thank you.**
* **It is absolutely superb and caring**
* **Everyone is always friendly and helpful**
* **Prompt, friendly, efficient and effective. Thank you.**

The themes of GP availability and lengthy waiting times seem to be the most prominent.

We have explained the reasons for these issues in newsletters and on our website and we will continue to monitor these and other emerging themes so that we can explain or respond accordingly.