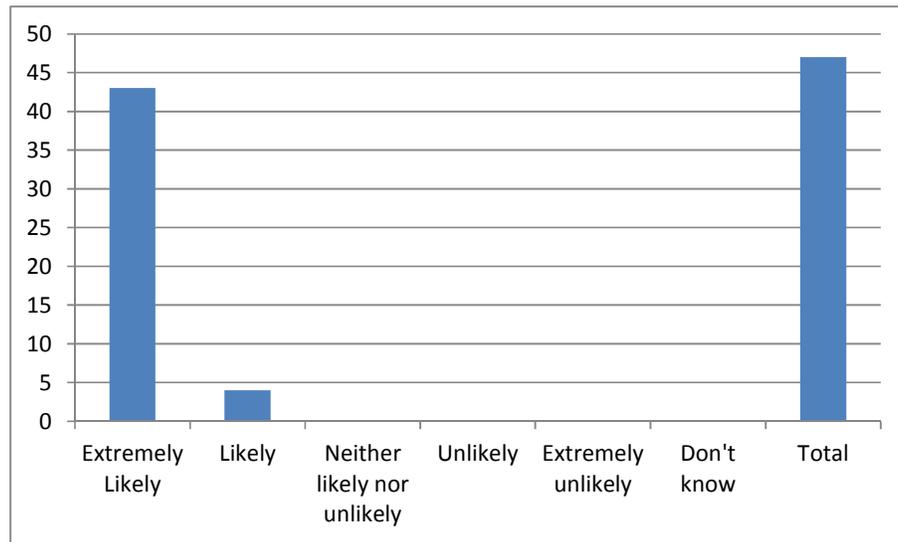


## Results of Friends and Family (FFT) Survey for July 2017



Thank you to those of you who completed the Friends and Family Survey for us in July. We are again delighted with the feedback we have received. As you can see from the above graph, out of the 47 patients completing the survey, 43 were extremely likely to recommend us and four were likely to recommend us to their family and friends,

Remember you can complete the survey as often as you like as your comments are a reflection on 'today's' experience.

We asked patients to tell us why they gave us the rating that they did and here are the answers that were given.... Please remember that we can only publish your comment if you give us permission to do so by ticking the box. This month four patients gave us permission to do this. Comments received via SMS are not published due to the difficulty obtaining consent.

### Patients who were 'extremely likely' to recommend us said...

"Reception staff always greet me with a smile. The nurses I regularly see are always friendly and thorough. Recently, the practice went out of its way to make sure my daughter was seen on the day I requested."

"Because of the continuing service and support I have had from registered doctor."

"My GP is very good at explaining things and listening."

"There are a lot of Drs and most of the time you can get an appointment with someone the same day if you ring first thing, or if you want to see your Doctor you can book in advance. This week I saw Dr Inglis for the first time and she was very nice. She listened to me, examined me, looked at my notes, letters from hospital, explained the results of recent tests and told me what the problem was, prescribed some different meds to help and told me how they would worked compared with the other meds I was taking."

The other responders did not wish to share their comments publicly.

### **Our follow-up question asked patients...**

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

We received three responses with permission to publish to this question...

"At present there is nothing I would request be changed."

"Easier access to the doctor I am registered with - 2 week wait for last visit"

We do acknowledge the difficulty patients sometimes have in seeing their registered GP as soon as they would wish. Unfortunately, all of our Partners are part-time and that coupled with the various rotas they each take their turn to cover, it does limit the number of surgeries each individual can offer in a week. Unfortunately, capacity can often outweigh demand for a particular doctor. We do try to manage this by ensuring that each Partner's appointments are only made available to the patients who are registered with them.

We always have appointments available with other doctors in the interim and would encourage patients to see another doctor if their problem cannot wait until the next available appointment with their own GP.

"Very satisfied"

*Please do keep the feedback coming. It's very encouraging to read all your positive comments at the end of a busy day but equally we need to know when we are getting it wrong so that we can make improvements to the service we provide.*