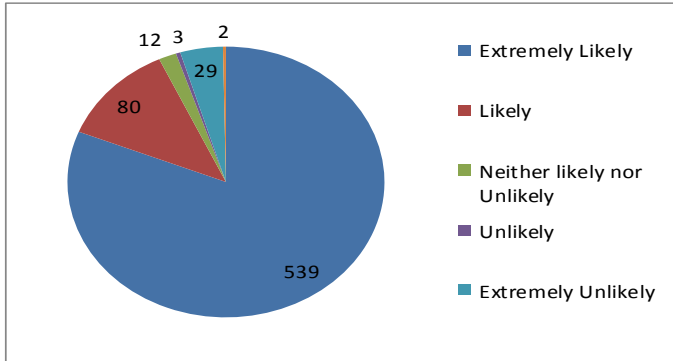




Friends & Family Test Results: April 2017



April 2017

Summary of Patient Feedback:

Positive areas included:

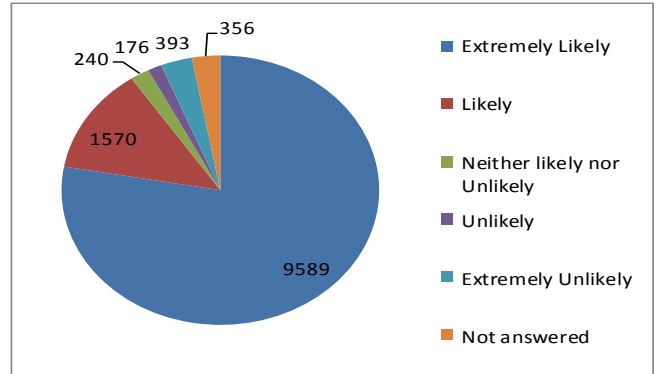
- Excellent patient care
- Easy to book appointment
- Professional
- Good time keeping
- The doctors are fantastic
- Staff helpful & friendly

Negative areas included:

- Car park
- Do not allow enough time to see the patient
- Impossible to get an appointment
- Appointments running late
- Receptionists rude

Selection of comments received via the follow-up Question for the FFT text.

- "Service received today from moment of arrival was outstanding"
- "Extremely caring and friendly receptionist who showed concern for my condition & arranged appointment to fit in with my work commitments"
- "I would recommend the Adam Practice to friends and family for your efficiency & swift service"
- "Like that I can access a number of this on line but today even though I was the first patient I was waiting approx. 10 mins"
- "Receptionists unhelpful, and hard to get an appointment"
- "I was treated promptly and with care and consideration. I could not ask for more!"
- "Difficult to get an appointment when I want one and an unpleasant reception and waiting area"



Cumulative

Of the 304 comments received:

- 91% were positive
- 7% were Negative
- 2% were Neutral

Action Points for the Practice:

- Further patient information regarding appointment system and alternatives to seeing a doctor (e.g. Self-Care)
- To introduce more frequent in-house staff training sessions on customer service

Summary of 2016 Actions:

- New clinical System installed June 2017 which will bring benefits for patients and staff
- Website updated, and new protocol in place to make better use of website/ social media

Thank you to all those who provided feed back - this is much appreciated