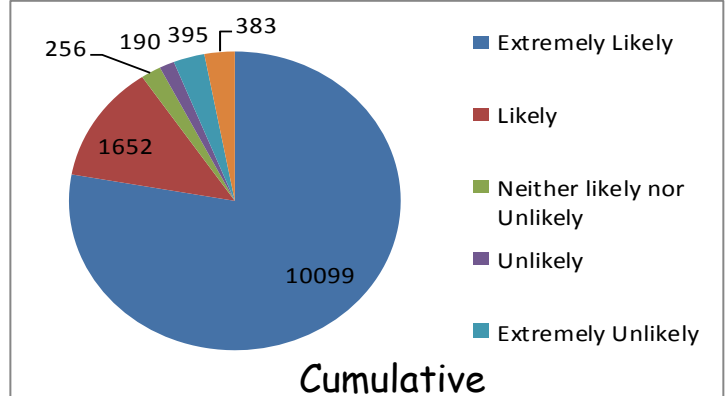
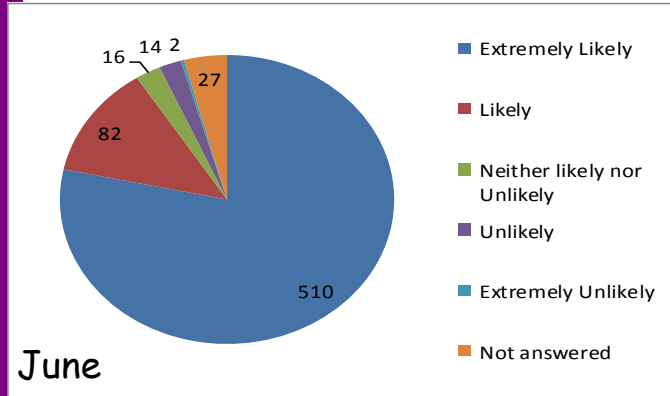




Friends & Family Test Results: June 2017



Summary of Patient Feedback:

Positive areas included:

- Quick & efficient appointment
- Very professional
- Polite, helpful service
- Open till late, convenient for workers
- Nothing is too much trouble
- Seen in good time

Negative areas included:

- Can never get through on the phone
- Can never get an appoint in a reasonable amount of time
- Prescriptions are not ready on time
- Nowhere to park
- Appointments not on time

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

- "The Doctor I saw was very polite, understanding and made me feel relaxed and welcome"
- "Prompt appointment, friendly professional nurse"
- "Everyone from the kind lady on reception to the doctor were very helpful"
- "The service received from the doctor has always been excellent. My only criticism is the length of time taken to answer the phones"
- "Doctors excellent but the appointment system could be improved"
- "Couldn't find anywhere to park my car so had to double park outside"
- "Waited 25minutes for an appointment after waiting a week to see someone"

Of the 294 comments received:

- 86% were positive
- 9% were Negative
- 5% were Neutral

Action Points for the Practice:

- Review of prescription request process and patient information around this
- Further patient information regarding appointment system and alternatives to seeing a doctor (e.g. Self-Care)

Summary of May Actions:

- New clinical System installed June 2017 which will bring benefits for patients and staff
- Staff training sessions undertaken on new system, and further sessions planned

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