

FEEDBACK FROM THE FRIENDS AND FAMILY TEST SURVEY

RESULTS SO FAR

| EXTREMELY LIKELY | LIKELY | NEITHER LIKELY OR UNLIKELY | UNLIKELY | EXTREMELY UNLIKELY | DON'T KNOW |
|---------------------|--------|-------------------------------------|----------|-----------------------|---------------|
| 679 | 161 | 9 | 12 | 13 | 4 |

COMMENTS FROM PATIENTS IN JUNE 2017

Excellent practice

Service is brilliant. Very nice, friendly staff and also very good at their jobs.

I think that the care all the staff give is excellent

All fine as always – thank you

I needed an urgent injection and the nurse fitted me in before her lunch break – brilliant service. Thank you

The help I received on Monday was first class despite a very busy surgery and all done pleasantly

Always happy – brilliant staff and doctors

Everyone is always very helpful

I walked down for 8.30am to get an appointment today and was seen an hour later which was good but yesterday I was

on the telephone for 25 minutes and could not get through so gave up

All good - very pleasant experience and very professional

Service is fine

Very impressed with the service

Whilst waiting to book in for my appointment I found out a lot about the catheter which keeps blocking for a patient. You really need to work on confidentiality.

Not a regular visitor to the doctor but I do feel confused with making appointments. I don't find it easy when I need to get one

COMMENTS FROM THE PRACTICE

Thank you to all those patients who have taken the time and trouble to complete this survey which the Department of Health requires us to run throughout the year on a continuous basis.

Our telephone lines are still very busy at 8.30am despite having increased the number of lines into the surgery and asking all reception staff to answer the telephones for the first half an hour of the day. If you are calling for advice, a test result or a query please telephone after 9am. It really helps us to get through the volume of calls for appointments more quickly. Don't forget you can register to book your

appointments on-line. If this would help you please speak to one of the team. For anyone feeling confused about how to make an appointment and what types of appointments we have and when please do ask for advice from one of the receptionists. They will be happy to help you.

Confidentiality at the front desk can be an issue. Patients can always ask to speak to a receptionist somewhere more private. We would also ask that patients waiting in a queue stand back to allow some privacy for the patient in front

Sue Bennett, Practice Manager