

FEEDBACK FROM THE FRIENDS AND FAMILY TEST SURVEY

RESULTS SO FAR

EXTREMELY LIKELY	LIKELY	NEITHER LIKELY OR UNLIKELY	UNLIKELY	EXTREMELY UNLIKELY	DON'T KNOW
698	162	11	12	13	4

COMMENTS FROM PATIENTS IN JULY 2017

Always friendly and helpful. Great doctors

Very good service

The service is really excellent and I really cannot see how to better it

It is difficult to make an appointment on the day

Great help whilst on holiday – much appreciated

Very helpful receptionists as always

Possibly the best health centre in the UK

Excellent, friendly receptionist

The auto check-in is a good idea but for 8.30am appointments it is no good if there is a queue so perhaps locate the unit in the lobby so that everyone can check in while they wait

Receptionists could be more helpful

Great practice and very helpful

Excellent service

At first I found it difficult to understand the appointment system. However after speaking to a receptionist she explained it very well and it makes more sense now. I think it would be helpful to try and explain it to all patients if possible

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.

We have looked at the siting of the automatic check-in screen very carefully and feel that it is in probably the most practical position. The reception team need to be able to see the screen to ensure that it is fully functioning and we have needed to consider the security of the equipment too. We try to make it easier at 8.30am by calling the patients with an 8.30am appointment to come in first. The receptionists are always happy to check you in on their own screens if there is a queue.

Details of the types of appointment and the services offered at the medical centre are detailed in our Practice Leaflet available from reception and also on our web site. The reception team are always happy to help with any queries you may have.

Sue Bennett, Practice Manager

