

Friends and Family Test survey and feedback

July 2015

105 patients responded (98 by Text and 7 by hand filled surveys)

96 patients said they were extremely likely/likely to recommend our surgery to Friends and Family

6 said that they were unlikely or extremely unlikely to recommend our surgery to Friends and Family

3 said that they would neither recommend nor not recommend

Some of Your feedback;

Where you were happy with the services we offer

- Responsive approach plus clear communication
- Staff seen were very good and gave clear explanations.
- Proximity and professionalism
- Because the staff is helpful and the doctors take care of What the patients need. Sorry I want to say you more but my English is not so good
- The nurse I had today was efficient and caring as indeed are all the nurses in the practice.
- I was seen very quickly and my blood taken and BP was treated with thoughtfulness and kindness. I was very happy with my visit.
- Pleasant welcome by all staff.
- Doctors are very nice. Reception polite and helpful. If emergency, you are able to speak to a Doctor within a few hours.
- Punctual professional caring all round excellent service.
- Feeling of total care
- Always finding considerate treatment and being offered options for help.
- I was seen and treated by doctor within 25 minutes.
- The lady doctor is so nice. Best gp I have had
- The GP **Dr Clark** was excellent
- An always excellent service.
- I'm very happy with **Dr Drew**, she is brilliant doctor and I'm very happy with and two of receptionist **Mrs Jill and Mr Jefferson** are very caring people and I am very happy with them
- My nurses she is very professional I'm not sure about her name but I think she coming from India
- Because we really received best treatment possible
- Efficient and friendly members of staff working at the Marylebone Health Centre. Thank you.
- Very friendly service with good advice and support
- Excellent service from warfarin nurses, helpful receptionists and excellent GP's, particularly **Dr Tom**
- Speed of appointments and thoroughness of the gp.
- Professional competence and personal caring.
- Polite, friendly and professional staff. Lovely environment
- The attention, care & promptness of reception desk was exceptionally good.
- I have always found the Doctors to be good, sympathetic and helpful, and the staff to be friendly and polite.
- I had a great nurse again, and the appointment was near enough on time.
- Lovely nurse who was brilliant with my one year old daughter for her vaccinations. However I did have to wait for 20 mins past my appointment and my appointment had already been postponed for a week. Otherwise, brilliant and friendly service
- Pleasant, efficient service.
- Able to get an appointment at short notice.
- Efficient, smart premises, friendly staff
- My recent experience is that you are prompt with appointments and time keeping. Also the GPs are friendly and helpful.
- Fast service ,polite and accurate appointment
- To date everything I have expected of the service has been carried out extremely well, and efficiently.
- I have been happy with the service provided since I joined the Marylebone Health Centre.
- Lovely Reception (**Gill and Co**), + **Nurse Marco + Dr Drew**

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Where you thought we could do better

- I have always had problems with Marylebone HC. I had an early morning appointment as I don't have time during normal working hours.... My early morning appointment was 15 min late, and so I didn't have the time to discuss my problems as couldn't be late for work. Defeating the point of having an appointment outside of work!
- Not being able to get an appointment with a severe kidney infection that had me at the hospital 3 times in 3 days. This was after speaking to a doctor for an emergency appointment who didn't listen to me and just kept interrupting me. Having to chase for a referral to be faxed on 3 occasions and finding it still had not been sent. Arranging a phone appointment for 12 today, calling you at 12:15 to discover that it had been moved. Saying I could do any time today except 12:30-1 and then receiving a call at 12:45. And all of this is just in the last 2 months.
- I have treated unfairly at all time plus my extended condition aren't treated or taken in consideration
- Can never get an appointment when I want one. Soonest appointment always at least 2-3 weeks away. My recent hospital appointment was messed up by incorrect correspondence from the surgery meaning it took 2 months longer than it should have for me to be seen. And finally have just been texted for missing an appointment that I didn't have.
- It is almost impossible to to see same Dr more than once for an on-going medical problem

Passive

- In my visit yesterday the nurse was not professional with comments

Comment which was with positive feedback for Practice consideration- *I don't know of any practices that shut for lunch*

Practice Action Plan;

1. Drs timekeeping

Audit of the early morning clinics to ensure Drs/nurses attending on time. **Action Drs/Nurses will discuss the implications of the clinics starting late for patients, especially morning appointments.**

2. Clinical Review

Action PM will attempt to identify the situation described where a patient attended hospital 3 times in 3 days for treatment so a full clinical review can be undertaken.

3. Admin/Correspondence

Action PM will attempt to identify the situation described where a patient's appointment was delayed due to an administrative issue.

4. Lunchtimes

Action Partners and Team consider the 30 minute lunch break when they surgery closes each day

- **Access to clinical staff is now advertised each week on the practice website and averages 3 days for a Nurse and 6 working days for a GP.**

Thank you to all those patients who responded to the Friends and Family Test survey and all feedback helps us improve the services we offer

Circulated to PPG for discussion in September 2015.