

Friends and Family Test survey and feedback

June 2015

98 patients responded

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

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

2 said that they would neither recommend nor not recommend

Some of Your feedback;

Where you were happy with the services we offer

- Because **Dr Drew** spent time talking to me and after seeing me phoned me personally to talk about my medication. Perfect patient /Doctor Relationship.
- The **Welsh nurse** and **Dr Goodstone** have gone out of their way to help
- **Saiqa Hameed** was excellent - she's a real credit to your service!
- **Dr Tom** very good, sympathetic and charming.
- Helpfulness and consideration towards the patient by all levels of staff.
- Always best care from doctors and staff
- **Kate Daley** is so good at her job. She makes me feel comfortable and welcome every week, without a doubt
- **Dr Moey** is excellent and truly cares for her patients.
- I am satisfied for the treatment and the attention I am having at the moment... from **Dr Moey**.
- **Dr Goodstone** is very helpful, experienced and patient. **Nurse Jo** is very caring.
- The front receptionists are now extremely polite and have change from the ones a few years ago which were rude and arrogant. Glad to see positive changes. Thank you
- Efficient, courteous, reliable
- Friendly helpful advice and treatment.
- The receptionists and doctors are always very helpful and try to answer all questions.

Where you thought we could do better

- Every time I come in I am treated as if my issue is not urgent or a priority. Also, i get the feeling that funding for my issues may not be great hence the need not to prioritise. My last visit has given me the encouragement to change practices.
- Really long to get an appointment or results of medical tests
- Failure to check patient's computerised records held by the surgery.
- Not so happy with desk clerk who twice lost private prescriptions left with them. One of which were photocopied in front of me and was then unable to find. They had to be re delivered

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Practice Action Plan;

1. Funding

Doctors do not make clinical decisions based on funding. Some services are no longer funded on the NHS and special applications have to be made for this funding.

Action Drs will discuss to consider ensuring patients do not feel that clinical care at the surgery or decisions to refer are based on cost and are aware of the funding application processes.

2. Access to Results

Patients can access results 5 days after the tests were taken by telephoning the surgery Mon, Tues, Thurs, Fri between 3 and 5pm. Drs have a system where they contact or they can ask reception to contact patients to arrange a booked discuss telephone/face-to-face consultation about results which may require treatment or action. We also write to patients we cannot contact by telephone where we receive abnormal results which require treatment or discussion.

Action The on line access to view results will be piloted during July and then rolled out from September which means that patients should be able to access their results easily.

3. Prescription service-

Action Jeanette and Jeff will audit current prescription systems and the incident mentioned to see if this matter can resolved and change systems where improvements are required.

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 on 1.7.2015