



Friends and Family Test Report

January to December 2016

Thank you to all our patients who have completed a Friends and Family Test feedback card over the last 12 months. In 2016 a total of 120 responses were collected.

The results show that 87.5% of patients would be extremely likely or likely to recommend the practice to their friends or family members. Only 4.16% reported that they would be extremely unlikely or unlikely to recommend the practice.

Many positive comments were made about the practice, examples of which are:

I have always attended this surgery and rate the doctors and staff highly.	Good care. Friendly service. Helpful.	Most of the doctors are very thorough and the receptionists try to fit you in as soon as possible. Like the text reminders
Pleasant staff.	Sometimes its difficult to pre-book but when you do get in the doctors are brilliant and the care is very good. The staff are understanding.	Good quality doctors. Can usually get an appointment when required.
All the staff are friendly, warm and caring and treat you like a person. They actually listen to what you have to say.	Efficient service and very pleasant and polite staff.	Brilliant service given. Treatment for my illness, well looked after. Diagnosis quickly given.
Always manage to get an appointment when needed.	The service, care has been exemplary over the years and the staff are friendly and professional.	Brilliant service, always available and happy to help.
Always able to fit my little boy in.	Good Doctors. Clean surgery. Polite people.	Because I think the Doctors do a good job and keep you up to date with everything.
Always pleasant and polite, help as much as possible.	I find the receptionists very polite, helpful, caring and all the doctors and nurses understanding, caring, supportive and they really help no matter the length of time needed. They reassure you and listen.	The practice is very good. Staff and Doctors. Trusting the doctors is one of the main reasons I changed doctors. All the doctors are extremely good and the receptionists are very professional. This GP practice is how the NHS Services should be run. Retired Social Worker.

Some negative comments have been received about the practice, examples of which are:

Cannot get through to the surgery and when you do the appointments have all gone.	Because when the surgery opens, the lines are always busy so you're never guaranteed an appointment. Also its not very confidential when you're sat in the waiting area.	Appointments not available even though I work, therefore I struggle to get an appointment even in the evening which I thought was for people who work.
You can never get in.	The only problem with this surgery is trying to get an appointment.	Answer the phones in a morning.
Queuing system when trying to make appointments.		More GP appointments.

ACTION PLAN

The results of the friends and family test were discussed at the Quest Educational Event on the 16th March 2017.

The consensus was that the results are very good, most patients would recommend the practice to their friends and family.

Issues were raised by patients about telephone access. The practice has increased the number of lines available at the practice and each morning at 8am there are 4 members of staff answering the 4 incoming patient lines. During an average week the number of calls to the practice can range between 4800 and 5700.

The practice could also encourage patients to use the online service to book appointments. To date 651 patients have signed up for online access. There are posters around the surgery advising patients about online access. The government has set a target of 10% of patients to have online access, currently the practice stands at 4.09%.