



Friends and Family Test Report

January to December 2017

Thank you to all our patients who have completed a Friends and Family Test feedback card over the last 12 months. In 2017 a total of 308 responses were collected.

The results show that 81.49% of patients would be extremely likely or likely to recommend the practice to their friends or family members. Only 6.16% 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:

Never had a problem getting appointments.	Because I always receive the best of care and find the doctors very good.	Very good service I have always been satisfied with the care I receive from my practice.
This practice is very well run. All appointments are on time. Very friendly staff.	We are very lucky people in Shirebrook, to have such a high class service. 5 star at all times	Friendly and efficient staff always willing to help. Always plenty of doctors and nurses available when needed.
Reception always helpful and smiling. Nurses and doctors caring.	I am extremely happy with my GP practice because I can usually get an appointment the day I call.	Good professional staff. Welcoming. Doctor very thoughtful and professional, had time and listened.
Good doctors. Clean surgery. Very friendly.	I have always received excellent care from the practice.	Better than previous surgery.
Good friendly service.	Recently our family has needed GP and hospital care. We were amazed at the fantastic and exceptional urgent treatment we received from Dr E Barrett and King's Mill Hospital.	All aspects of practice I have always found excellent. Great staff always helpful in my experience. Got some very good doctors.
Prompt attention, friendly staff.		Very helpful staff.
Can always get an appointment.		Excellent attention at all times.
Very efficient and polite	Friendly and efficient service, making allowances for the extreme pressure the NHS is under at this time.	The practice has always been very good to me and my family.
Because all staff are always willing to help to try and get an answer to the problem and for this to be done asap.	Always find all the staff are as helpful as they can be. Often it is people who don't understand how things work.	Even though you cannot always get an appointment on the required day/time, the doctors are FANTASTIC.
Had loads of support and help.		

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

My only issue with the practice is sometimes not being able to see a doctor when ringing at 8.10am. Staff and doctors I thought though are amazing and approachable.	Always running late. Having to phone at 8am for an appointment is near impossible and when finally get through the phone rings for around 5 minutes and told no appointments left.	Regular taking half hour in a morning to get through for appointment and being a worker hard to get appointments the same week. More GP appointments.
Absolute nightmare to get an appointment.	Horrendous to get appointments.	Sometimes cannot always get appointments, or ringing at 8am and not being able to get through.

ACTION PLAN

The results were presented to the PPG on the 17th April 2018. They reported that the results were good overall and made some suggestions for the action points.

The results of the friends and family test were discussed with the practice at the Quest Educational Event on the 19th April 2018.

The consensus was that the results are very good, most patients would recommend the practice to their friends and family. The results have decreased slightly for extremely/likely and a increased for extrememely/unlinkely, but overall very good results.

Issues were raised by patients about telephone access. The practice has installed a call queuing system to alert patients how many people are in the telephone queue before them. The practice has received some positive comments about this.

The practice could also encourage patients to use the online service to book appointments. To date 887 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, currentlty the practice stands at 5.537%. The government has increased this target to 20% in 2018.

The practice will try to gain the opinion of registered Polish patients by having the form translated into Polish.