



## Friends and Family Test Report

### January to December 2015

Thank you to all our patients who have completed a Friends and Family Test feedback card over the last 12 months. In 2015 a total of 285 responses were collected.

The results show that 88.42% of patients would be extremely likely or likely to recommend the practice to their friends or family members. Only 5.2% 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:

Staff are pleasant and willing to help	Very happy with the service we are provided with.	I, and family always get in to see the doctors. The doctors are polite and examine you thoroughly. The staff are helpful and on hand to help.
The quality of care given is excellent.		
Good variety of services available.	Always found them friendly and helpful, staff, nursing staff and doctors.	Doctors are caring and go out of the way to help
Keep up the good work.	I have always been satisfied with my treatment.	We would be in a sorry state if we did not have doctors and nurses and I would always advise people to come to the GP Practice.
Always treated well, been brilliant.	Very helpful at a very stressful time.	The whole of the staff in the practice go out of their way to make sure that you get the best treatment that the patient requires.
Always received excellent and prompt service	Good service and doctors listen to you when you have appointment with any problems or concerns.	The staff and doctors are always pleasant.
Very helpful staff, highly recommended.	I have always received excellent healthcare from this practice. The receptionists are always courteous and polite and the nurses and doctors do not rush you when being seen.	Always deal with health issues effectively and the one time I raised an issue, it was dealt with in a manner that reassured me.
Always able to get an appointment, all staff are lovely. Honestly never had a problem.	Pleasant staff, comfortable waiting areas.	U R all brill ok  I like the after work appointments.

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

Its really hard to get an appointment straight away, you have to wait weeks.	Waiting such a long time to see doctor. Appointments not always available even though I work Mon-Fri – I struggle to get an appointment.	Always struggle for appointments, takes a very long time to even get through on the telephone.
As Shirebrook is bursting at the edges it needs to expand and more appointments need to be available.	Cannot get through to the surgery, when you do the appointments have gone.	Because when the surgery opens the lines are always busy, so you are never guaranteed an appointment.

## **ACTION PLAN**

The results of the friends and family test were discussed at the Quest Educational Event on the 17<sup>th</sup> March 2016.

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 installed a new telephone system and put more staff answering the telephone first thing in the morning.

The practice has also put their name forward in February 2016 to be a pilot site for Voice Connect's Patient Partner software. This enables patients to telephone the practice 24/7, to make or cancel appointments directly into the clinical system. As yet IM&T have not decided which practices will become pilot sites.

The practice could also encourage patients to use the online service to book appointments. To date 523 patients have signed up for online access.