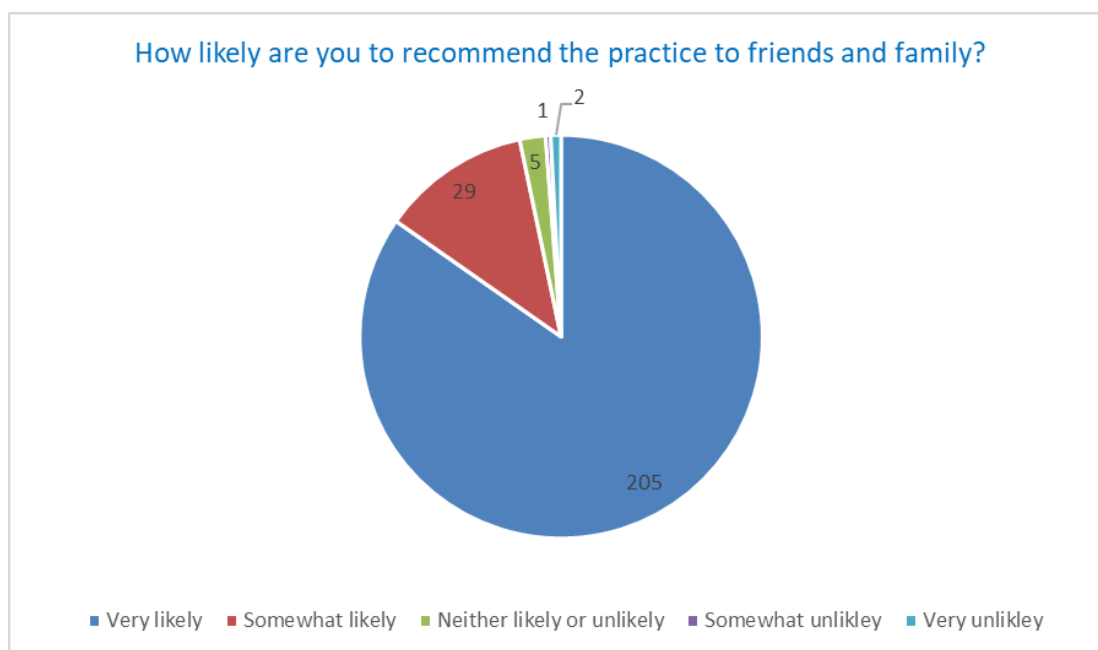


Friends and Family Questionnaire - August 2022

We are listening to your feedback



This month we received **241 anonymous responses** following your appointments at the surgery. **205** of these patients are **very likely** to recommend the practice to friends and family. Please see results below:



You have been giving us feedback on your care and treatment. Here's what happened

Some of the 205 positive responses:

"I have been a patient at this surgery for 40 years and have always been very satisfied with the advice, support and treatment I have received. I have always found the doctors and staff to be professional, helpful and kind."

"No suggestions, great communication, kept me updated, felt really assuring at the time when I needed help and support, thanks Dr Wallace & team"

"Its always been caring and helpful also understanding. We have been with the surgery for years"

"My latest experience of visiting the surgery was very positive. My request for an appointment was handled very efficiently and couldn't of been fulfilled any faster!"

Our response

We appreciate the time you take to complete this feedback so we can improve our services in the future. Thank you for the kind comments.

Suggestions for improvement:

-“Having to wait over 3 weeks to see my doctor is not good enough when I am in pain but to see a nurse is a lot quicker, why is that?”

We're listening and this is what we're doing:

If you are in pain and need to speak with a clinician you will be added to the duty list on the day and a clinician will decide on the best course of action. There is much greater provision of face-face appointments for our nurses they can't do much of their work on the phone. This contrasts with the doctors who can gain a lot of information via the phone and then decide who needs seeing.

- “A telephone appointment was scheduled for 10.45, I did not receive the call”

We're listening and this is what we're doing:

We do apologise for this, unfortunately we are unable to guarantee the time of a call we are investigating if the default can be changed to just AM & PM rather than give allotted times

-“Would be good to not wait 3 weeks to see a doctor”

We're listening and this is what we're doing:

As you can appreciate demand is very high particularly over the summer holiday period. If you are in pain and need clinical advice you will be added to the duty list on the day and the clinician will decide on the best course of action for your particular problem.

- “I was harassed for a phone call with the pharmacist and the phone call was a waste of time and not needed”

We're listening and this is what we're doing:

We are sorry that you did not find this service helpful as we have received some very positive feedback. The service is part of a Government initiative to ensure that patients are on the most appropriate medication and are achieving the optimum benefits.



