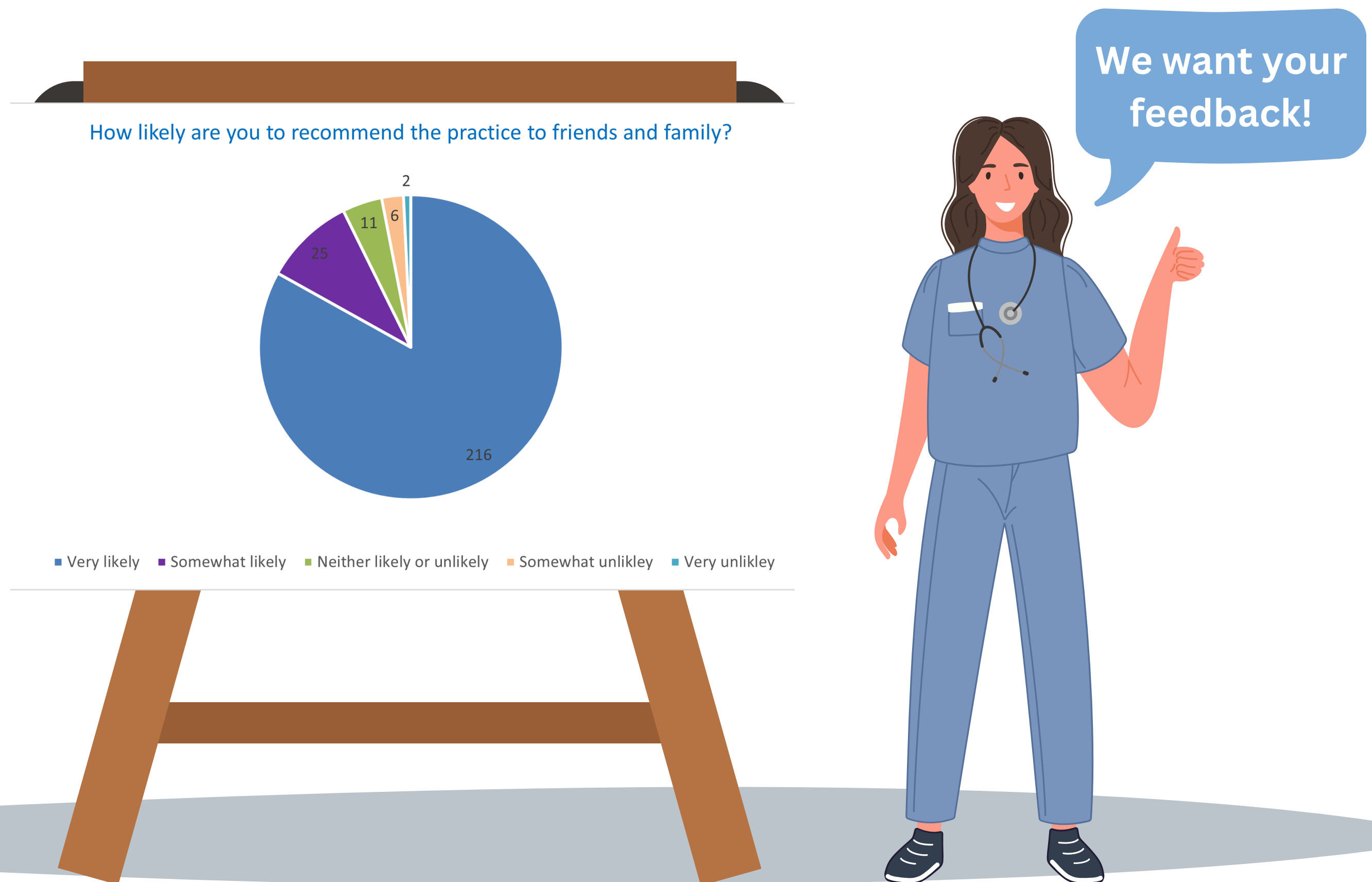


# Friends and Family Questionnaire – April 2024

## We are listening to your feedback



This month we received 262 anonymous responses following your appointments at the surgery. 92% of these patients are very likely or likely to recommend the practice to friends and family. Please see results below:



We want your feedback!

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

### Some of the 216 positive responses:

- “I was seen very promptly with a full explanation of my health check and PSA test.”
- “ I find all the staff are so friendly and helpful, they are all so professional in the jobs that they have to do, keep up all your good work”
- “ This surgery has dealt with my whole family and has always been amazing. The doctors are second to none.”
- “ All good thank you, the receptionist I saw was very helpful and pleasant. My doctor contacted me the same day and resolved my concerns in a professional and reassuring manner. Thank you”
- “Excellent service and follow up is always carried out with advice and guidance given. I find the use of online appointments fits in with my busy work schedule. I had a follow up phone appointment with Feba today - she was very helpful and clarified a health issue with the duty doctor and called me back with clear guidance.”
- “Extremely satisfied by communication from my GP and surgery as a whole”
- “I was very satisfied with my treatment - all was clearly explained, kindly and courteously.”
- “ This is simply the best medical centre in the world! Please don't change, you're hitting the mark already. Thank you for your hard work and diligence.”



# Suggestions for improvement:

- “ Impossible to speak with health practitioner or get appointment , tried twice to get eye assessed but you failed.”

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

We are sorry to hear about the difficulties you encountered in scheduling an appointment. Depending on your symptoms, you might be directed to a different healthcare provider. For example, if the concern relates to your eyes, the general practitioner may suggest consulting an optician for appropriate assistance.

- ” Nice GP, very clean but with the appointment, it was very bad because of long waiting times, this is not ok”

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

We apologise for the prolonged wait you encountered. Kindly be informed that our GP's attend to emergencies throughout the day, which may impact appointment waiting times.

- ” I was given a telephone call appointment for my six week post natal check for 3.30pm. I then had a text the day before to say it would be between 2.30 and 4.30. I waited for the phone call but it never came. I then missed the phone call which came at 5.50pm. By the time I had seen the missed call and text message it was past 6.30 and i was unable to make contact with the doctor”

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

We apologise for the inconvenience caused by the delay in your telephone appointment. While we do not provide specific appointment times, we typically offer a time frame instead. Unfortunately delays with GPs can occur, affecting the schedule for the day.

- ” Reception staff need to improve their behaviour towards patients. Most of time unkind. Feels like someone forced them to work there”

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

We value your feedback and will share it with the team for training purposes.

- ” No continuation of named GP”

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

Our aim is to ensure consistency with your designated GP. Yet, in cases where immediate advice is needed, consulting your preferred GP might not be feasible due to their availability.

