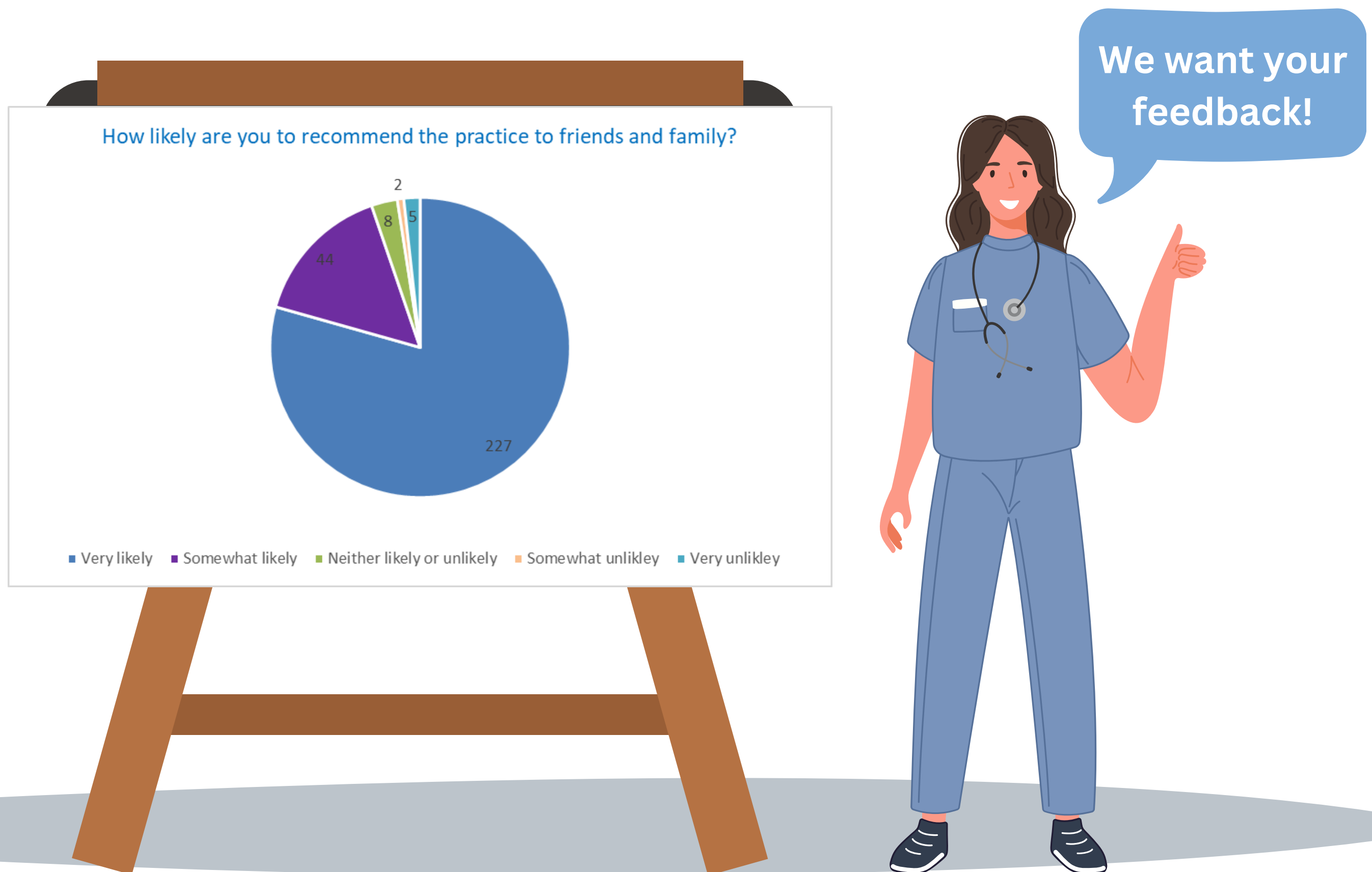


# Friends and Family Questionnaire – June 2024

## We are listening to your feedback



This month we received 286 anonymous responses following your appointments at the surgery. 95% of these patients are very likely or 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 227 positive responses:

- “The courtesy shown to me was second to none. Both Dr Wallard and Dr Bolton were outstanding. It was wonderful to be treated so professionally by people who obviously cared.”
- “However busy your team are, they always manage to make you feel as if they've all the time in the world to listen and reassure. It is much appreciated.”
- “The attention and service given to me was 1st class by the doctor and the other ladies who were in attendance”
- “Seen very promptly for blood test that took only a couple of minutes. The person I saw was very friendly and had read my notes before I arrived so the whole process was very swift. I am used to blood tests but had I not been then I feel that I would have been put ease.”
- “GHMC is a friendly and welcoming surgery. Thankfully I rarely see a doctor but attend regularly for blood tests and injections. The reception and healthcare staff are exceptional.”
- “Always excellent service. Good communication . Receptionists always helpful.
- “ My Doctor came & called me in with a pleasant greeting, understood why I had my appointment, took time to talk to me. Very satisfied.”
- “Professional team thank you very much 10 stars.”
- “Attendance was prompt. The Nursing Care staff was very welcoming and highly professional. All issues were carefully & thoughtfully addressed. I came away positively satisfied. “



# Suggestions for improvement:

- “ Reception bell was not working or no response.”

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

We value your feedback. There have been instances where we experienced a shortage of staff. The patient service advisors will respond to the bell after completing their current phone calls.

- ” My experience at the GP surgery was ideal as I have already said BUT my experience with your survey is that it is appalling and appears "not fit for purpose ". This is the second request for the same appointment. Three or four previous recent survey requests all resulted in a message along the lines of "Does not exist" when the link was clicked. Consequently I and any other potential respondents are likely to ignore future survey requests. Results to your customer will clearly be somewhat skewed.”

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

We apologise for any inconvenience with the survey, unfortunately there was an IT issue. This has been resolved. We are required to undertake a monthly survey as part of our contractual obligations to NHS England.

- ”Generally Ok . Although I had to wait almost 45 mins for my appointment. When it said on checking in that they were running 9 minutes late.”

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

We apologise for any delays. Occasionally clinicians may run late due to unexpected emergencies, which can affect appointment waiting times. Our team is committed to providing the best care possible and sometimes that means giving extra attention to urgent cases.

- ” Make appointments to see your doctor easier to book and in less time”

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

We aim to provide a routine appointment within two weeks. However this can be longer if you require to see a specific doctor. If you require advice sooner and cannot wait for a routine appointment, you will be placed on the duty doctor's list for the GP to determine the next steps. Another option is to fill out an e-consultation form, which will be reviewed by a GP. Kindly be aware that the practice will soon transition to Accurx triage, replacing the current e-consultation system.

