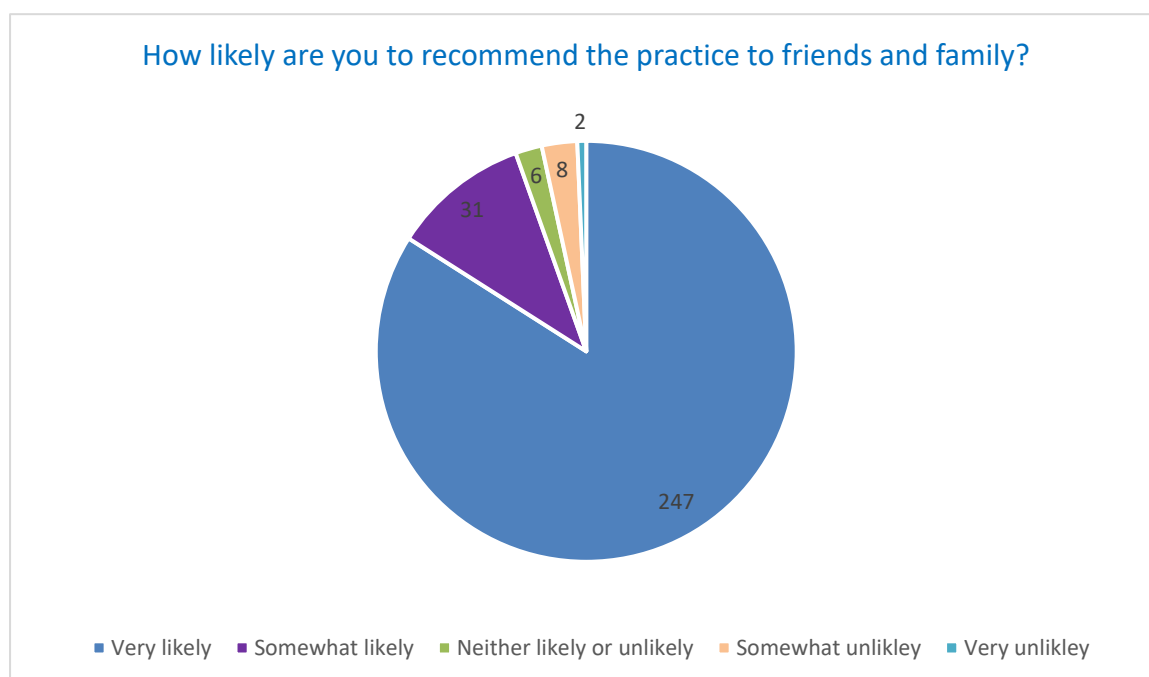


Friends and Family Questionnaire – February 2024

We are listening to your feedback



This month we received **294 anonymous responses** following your appointments at the surgery. **247** 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 247 positive responses:

"The receptionist was very helpful and went out of her way to help me. I have not had to book an appointment since the pandemic and I was very surprised how easy it was to see a doctor. I turned up early, so no to be late, and I had seen the doctor before my appointed time."

"As always, Gosford Hill Medical Centre team are very responsible for their patients."

"The nurse was excellent. Very polite and skilled and put me at ease whilst managing to perform a more difficult than normal procedure."

"I had to wait a short time to see the doctor but it was certainly worth it as the doctor listened to why I had needed to see them and was extremely thorough. Arranged an x-ray, a blood test and prescribed some medication. Very pleased with the care shown."

"The service you get is great. They are helpful and caring. Thank you so much."

"I like all the technological additions to your services which means the waiting room is much less busy and patients are still getting an excellent service. Thank you."

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:

"Would much prefer being able to phone for an appointment than use the online request."

We're listening and this is what we're doing: We do encourage patients to use the e-consultation facility on our website for more routine advice. This does work well for lots of patients as it can be preferable to send information online rather than calling or visiting the Practice. If however a patient wishes to request an appointment over the phone Patient Services Team will assist with this and arrange a suitable appointment with the patient or send information to a patient's doctor on their behalf.

"Feel the need to see a doctor not just speak on the phone. Face to face is a better way of communicating as sometimes physical presence is easier for a doctor to diagnose, if anxious or not, not very reassuring over the phone."

We're listening and this is what we're doing: We appreciate your comments and if you would prefer a face to face appointment, please let us know. A lot of consultations can be dealt with via telephone and this can be preferred by some patients who find it difficult to get time off work or have other commitments that make it difficult to attend an in person appointment.

"Waiting area could be improved, the benches are difficult and uncomfortable to sit in especially if you have any mobility issues."

We're listening and this is what we're doing: We are sorry to hear that you find the benches in the waiting area uncomfortable. We do however have some chairs with arms and a couple of high backed slightly higher chairs that may be more suitable for patients with mobility issues.

"Would be nice to have your review yearly with your doctor and not health care assistant as you may need to discuss things that are worrying you. Also, when in pain you want to see a senior doctor and not discuss things with a junior who then reports to a senior one and then having to go through everything again. Very difficult to speak to a doctor that you request. Prevents a relationship so they don't know your thoughts and background. Hope this is helpful."

We're listening and this is what we're doing: We appreciate that you would like to see your doctor annually but to free up appointments with the doctors, the Health Care Assistants carry out annual health checks and the information from those appointments are given to the patient's registered GP, this frees up GP time to see more patients. If there is anything from that appointment that needs to be discussed with the patient, the doctor will ask the PSA Team to arrange an appointment. If you feel you need to see a doctor for any worries or concerns, please feel free to contact the PSA Team who will be able to arrange an appointment for you.

Gosford Hill Medical Centre is a teaching practice so we quite often have junior doctors working with us. This is essential for the junior doctors to help with their knowledge and skills to gain in experience.

