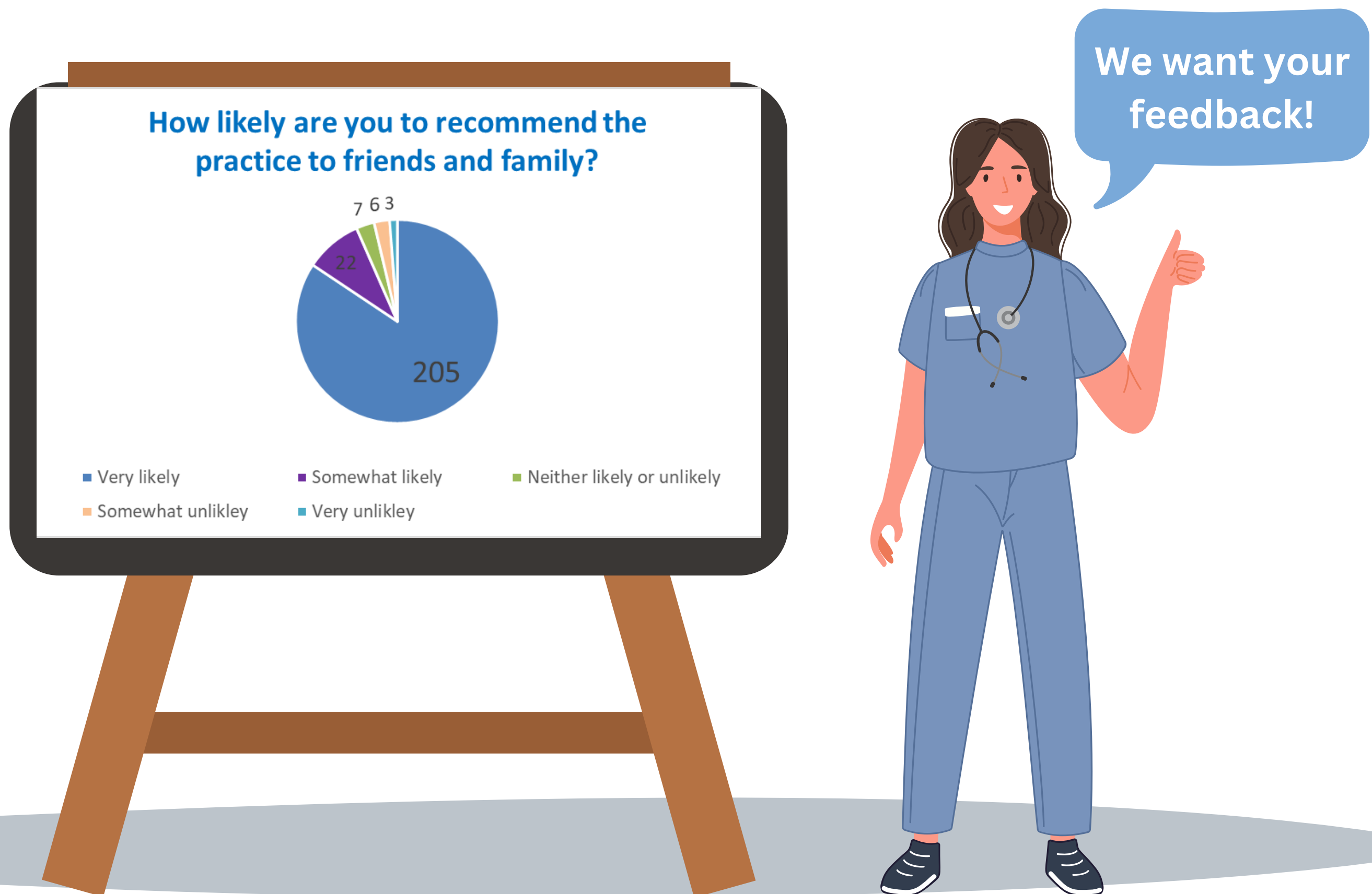


Friends and Family Questionnaire – March 2024

We are listening to your feedback



This month we received 251 anonymous responses following your appointments at the surgery. 84% 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:

- “The service that I had was first class and I would have no qualms of telling anybody else. Thank you very much.”
- “ This was my first time visiting the surgery and the system was very efficient, amazing availability and super kind caring doctor (Dr Steinbrecher) who really cared, listened and provided a positive solution to my problems. I felt very comfortable and would definitely return if I needed to. Thank you”
- “ Seen promptly. GP called in a colleague with specialist knowledge to check her diagnosis which was confirmed. Very efficient, friendly service which satisfactorily dealt with my concern and provided helpful advice.”
- “ The most responsive and friendly practice I have used.”
- “ The surgery is always helpful. In the day and age where surgeries are overwhelmed, the service that GHMC provides is excellent. Appreciate your support always.”
- “ I've always felt cared for and everyone is lovely and helpful even though i know that they are all under huge pressure.”
- “I find the reception staff exceedingly helpful also the health care assistant's.”



Suggestions for improvement:

- “ I feel that the doctors no longer want to have in person appointments. A phone call can miss details that may be relevant. A follow up call to check you are better would show they care.”

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

We appreciate your feedback. If you prefer a face-to-face appointment, kindly notify us. Many consultations can be effectively carried out over the phone which can be more convenient for patients with other commitments.

- ” Would love to see my own doctor whom I've not met yet since Dr Stewart left.”

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

Thank you for your feedback. If you wish to book an appointment with your new GP please contact us to schedule it. For same-day appointments, you might receive advice from the duty doctor based on our availability.

- ” My experience with the Kidlington GP has not been very good. This is the second time I’ve tried to make an appointment for myself but the doctor hasn’t got back to me. The doctor sent me a link to send photos and I did but not at the exact time the link was sent, I’m not sure if that influences anything.”

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

We are sorry to hear that you are not satisfied with our service, please do get in touch with us so we can investigate and rectify this issue. If you submit the photos after working hours, there may be a delay as the GP who requested the photo’s may not be in the following day.

- ” Booked two hours off work to fit in with the time slot. No call / no missed calls. Phoned reception and was told more urgent cases than me were being seen to but I would receive my call at some point, still waiting at 11.25am.”

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

Our GP’s have to prioritise emergencies during the day, which might result in delays for routine matters. We apologise any inconvenience this may have caused.

- ” Ok if you can get into see a GP but almost impossible.”

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

We endeavour to offer a routine appointment within two weeks. For urgent or same-day requests, you will be added to the duty doctor list where your symptoms will be triaged by the GP. Once this has been reviewed you may receive a phone consultation or be required to attend an in-person appointment.

