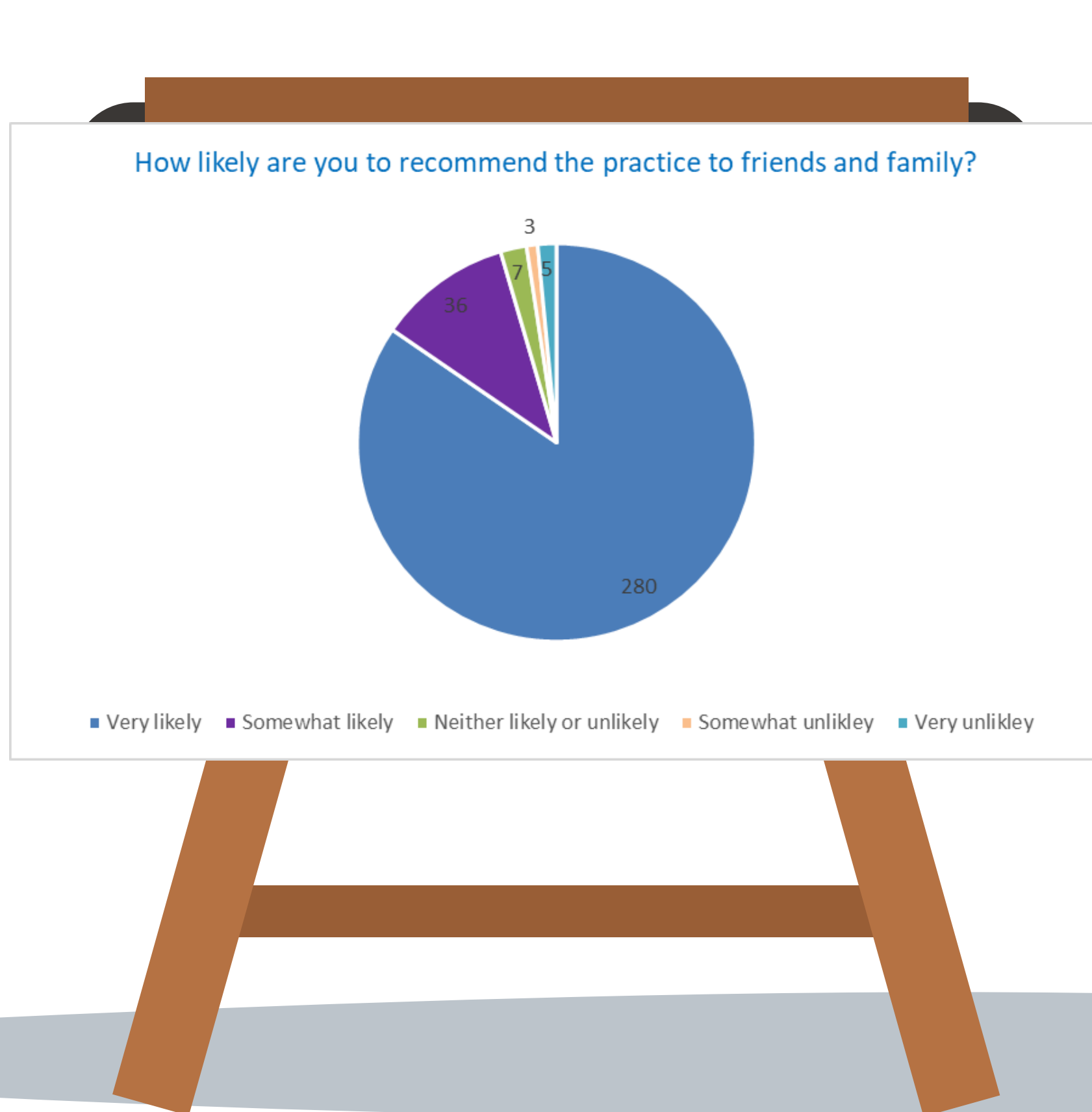


# Friends and Family Questionnaire – October 2024

## We are listening to your feedback



This month we received 334 anonymous responses following appointments at the surgery. 96% 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 334 positive responses:

- “Excellent service, cannot fault this surgery. Always quick to respond with good communication. I have complete confidence in the staff and would recommend to anyone .”
- “Compliments to both doctors and friendly receptionist who assisted me yesterday. All so caring.”
- “I had a problem, I spoke to the receptionist, I was given an appointment for that afternoon, excellent service and a very good doctor”
- “All staff members are polite, pleasant, informative and professional.”
- “Dr listened to me, took me seriously, was respectful and kind.”
- “The nurses I saw were very kind and caring and didn't make me feel rushed, even though they were busy. They were very willing to be flexible in the way they treated me. Thank you :)”
- “An excellent service with nurse for annual check up . Timing excellent and service first class. I am most grateful.”
- “The Receptionist was very helpful and the doctor very caring and sympathetic and professional.”
- “Dr Wallard is always, warm, caring and professional. I felt listened to and left feeling happier that I had some solutions to try.”
- “Pharmacist, Feba is excellent and very helpful and informative. “

THANK YOU

# Suggestions for improvement:

- ” The new intercom system needs to be clearer . Impossible to hear what the voice is saying as words are clipped short. No information regarding which room to go to .”

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

We apologise for the difficulties you've experienced with the intercom system, this feedback will be passed to the relevant team to review and will make any necessary changes.

- ”To improve would be for office staff to answer the phone or come to reception quicker as often have to wait a long time.”

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

We appreciate your feedback. We endeavour to respond to calls and assist patients in person quickly and effectively. However, there have been occasions when we were short-staffed, resulting in longer wait times. We apologise for any inconvenience this may have caused.

- ” I waited in all day since half past one to half past three for the doctor to call me only to find when I phoned the next day she cancelled it.”

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

We are sorry to hear that your appointment was cancelled without any prior notice. Kindly contact us so we can look into this issue further.

- “Saw a junior doctor instead of my normal doctor who didn’t understand my medical problem. Came away with no solution. Not very impressed.”

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

We are a teaching practice, which means we frequently have junior doctors working alongside us. This experience is essential for their knowledge and skill development. Junior doctors receive supervision throughout their time with us.

