

Friends and Family Stats
June and July 2018

No forms submitted via the website 2

Paper forms: 33

6 submissions were on the old forms in June of which:

4 would be extremely likely to recommend

2 would be likely

Comments: friendly prompt service, text reminder is useful although did not receive one this time, usually get an appointment when needed, easy to book on myGP, patient and attentive GP's who take the time, timings of appointments not always followed otherwise fine

Would you recommend this practice?

18	extremely likely to recommend
13	likely
3	neither likely or unlikely
1	unlikely

How would you rate your overall experience of booking an appointment?

9	excellent
8	good
7	ok
3	not good
	extremely bad
	don't know

Some of the comments of the slips: service very good, easy to book appointments, delays are not good, reception staff helpful and polite, nurses professional, GP app is good, excellent, easy to make appointments via the surgery website, I like the GP app, frustrating when the GP runs late, regular patients seem to occupy all the slots, problems with online booking-noone seems to be able to fix, excellent practice, not all dr's are listed on line, can be a challenge to call and make an appointment, long waiting times to get through, difficult to see your own GP, friendly staff-long lead time to get through, extremely difficult to get through, drs are good but there are never any convenient appointments unless you are able to wait days/weeks

Our responses to some of the comments: the practice appreciates that there are problems getting through to the practice on the phone and you can have a long wait – particularly during our triage times 8:30-10am and 3-4pm - to make appointments and we are trying to resolve this. Currently we can only have one person answering the phone at once adding to delays-this is something that we are looking into.

Most patients comment on how easy it is book online and this in turns helps those who are unable for whatever reason to use online apps to have an easier time on the phone. Ideally we would like all patients who have access to SMART phones, PC's etc to register for this service. This will also allow you to order repeat medication saving a trip to the practice.

Unfortunately we do run late on occasion and this is unavoidable. It is extremely difficult to usher a patient out of the consulting room when they have not discussed their needs. We would ask that any of our patients bear with us at these times as this could be them or a family member at another time.

All our Drs should be listed online and we have noticed ourselves that sometimes this is not the case. This usually happens if there is a fairly late change in the session.

We do get many more positive comments about our reception/admin team than negative and it is always preferable to talk to someone rather than post or complain in the first instance.

It's always good to know that the GP's in this family and friends test always get positive feedback.

It would be really good if more patients could attend our patient group meetings which are held every 3 months the next one on 18th September at 6:30pm to discuss all these issues. We really do listen and are always willing to try different ways of working.