

Friends and Family Stats
September 2018

No forms submitted via the website 0
Paper forms: 12

Would you recommend this practice?

9	extremely likely to recommend
2	likely
1	neither likely or unlikely

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

6	excellent
5	good
1	ok
0	not good
0	extremely bad
0	don't know

Some of the comments of the slips: I can get suitable appointments in time and the doctors are very reliable, always been treated with respect and the receptionists are really friendly, pleased with all the services, you have done extremely well for our community, instills confidence, never had a bad experience, good for general appointments just a long wait sometimes, extremely good for emergency appointments, excellent for emergency appointments, good for general appointments, staff very friendly and can always get to speak to the doctors.

Kept on the phone too long, and neither get an appointment when needed, doctors and nurses are always late sometimes, 15-20 mins on many occasions and this is not respectful of patient time and other appointments

Our responses to some of the comments: First thank you for all the positive comments although this month we had far fewer responses than on previous months.

We had no responses posted on our website.

We do apologise for keeping patients waiting after their appointment time, we allocate doctor's appointments at 10 minute intervals this is usually enough time but we have to appreciate it is difficult to ask a patient to leave before they have explained their symptoms or problems.

Being kept on the phone too long-the practice discussed this at our PPG when this system was installed. It was felt this is better being in a queue than getting an engaged or continually ringing tone which is also frustrating. By having call queuing at least we can make the decision to call later or hold on.

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