

## October 2018

### Online Friends and Family = 1 response

Total Count	1
Extremely Likely	1
Likely	0
Neither Likely nor Unlikely	0
Unlikely	0
Extremely Unlikely	0
Don't Know	0

### Paper responses-93

#### How likely are you to recommend our GP practice:

Extremely	Likely	Neither	Unlikely	Extremely unlikely	Don't know
66	22	2	1	1	1

How would you rate your overall experience of booking an appointment at this practice:

Excellent	Good	Ok	Not good	Extremely bad	Don't know
60	20	10	0	3	0

Some of the comments on the slips:

What you say and what we can or already do:

Dr C is amazing, understanding re making apts for a young baby, excellent, really good care, reception staff always do their best, great service, great service being able to talk to a doctor twice a day, I like the GP app, warm and supportive, lovely staff pleasant all the time, re-assuring, straight forward with no trouble

- **It is difficult to get an appointment in urgent cases-Our response: you can access the duty doctor twice a day if your problem is urgent (details on our website),**

- **The queue on the phone takes too long**-Our response: We are sorry about this. It is an ongoing problem and we are discussing ways of improving this
- **Had to call 5 x to get through**-Our response: We are sorry about this. We appreciate this is frustrating. Could you please contact the practice to give more information that may be helpful?
- **Not notified of waiting time**-Our response: Sorry about this. We can do something about this and will do so.
- **Getting an appointment is confusing**-Our response: You are right, there are lots of different types of appointments. Please contact us/ join our patient group where this can be discussed and ideas taken forward
- **Waited 6 weeks for an appointment**-Our response: We are sorry to hear this. This should never be the case unless you needed to see a specific doctor, who might be away or on leave
- **5 weeks for contraception**-Our response: Sorry to hear this - you should never have to wait 5 weeks for contraception. But we realise contraception can feel confusing

Nurses in the treatment room, and doctors can help with contraception pills/injections. Doctors usually need to start contraception.

### **Contraceptive pills, patches, rings and injections (Depo)**

All GPs are able to prescribe these and administer the contraceptive injection. If you have been using these for several months or years and have no problems, you can also book to see the nurse to continuing with these forms of contraception.

For more information see the clinical services part of our website. Please let us know if this happens again as we want to understand why – thanks.

- **Patronising for years now cozening (old English)-our response:** We are really sorry to hear that you have felt like this. Our staff should not be displaying behaviours like this. We would be grateful if you could contact us so that we can look in to this further.