

Friends and Family

November 2017

A lot of comments are repeated we have made a response to some.

A big thank you to all those patients that have taken the time to comment on our services. Those that have made positive comments an even bigger thank you-I think it goes to show that on balance the majority of our patients are happy with the services that we provide.

For those negative comments I hope that we can improve the perceptions that you may have of our practice and in future your contacts with us are positive.

	Total Received	Comments	Our response/What can we do better?
Don't Know	2	Hard to get a routine appointment, long wait at times	We know that it is quite often difficult to get a routine appointment at times, however if your problem is of a more serious nature you will always get seen on the day
Extremely Unlikely	0		
Unlikely	2	Problems getting medication and from the same comment not being referred to hospital for some health issues. Why don't the doctors give their children the right treatment, not getting scan results and not getting the flu injection if you are a sickly child	Unless you need a medication review or may be ordering your medication too early there should not be any problems. There are sometimes problems with online requests for medication and we are trying to remedy this. If you feel you are not getting the right treatment for yourself or children you will need to talk to us
Neither Likely or Unlikely	6	Tricky getting an appointment due to the busyness of the practice, especially around working hours. No-one's fault just the busy nature of this area	This is a running theme with all our comments even the ones who would be extremely likely to recommend us mention this. We do offer early mornings 2 days a week and late evenings one day

		<p>Doctors are quick to diagnose without listening to all symptoms, then change their mind and go back on their word and say they did diagnose you when they didn't.</p> <p>Long waiting times, never seen on time,</p> <p>On the plus side staff are polite and always try to help</p> <p>Why is ethnic background important</p>	<p>a week</p> <p>Regarding this comment we would need more information in order to make a response-if they would like to contact us personally we would be happy to discuss further</p> <p>Ethnic background is important so that the correct services are put in place by the correct departments</p>
Likely	39	<p>Seen on time, great service, experience loss of test results, GP's knowledgeable and supportive, call line for appointments needs to be managed better, great doctors, good customer service, good experience, long waiting times for appointments, good GP, helpful staff, phone system hard to get through, nice reception, easy access, family like atmosphere, early morning appointments good, some really good staff, waiting times for appointments is growing, phones lines difficult to get through, convenient location, urgent appointments can be seen on the day, well organised, Happy with the service, thanks for all you do, courteous,</p>	<p>We realise our phone system needs improving and we are currently in the process of carrying out a patient survey. We can only apologise about this and hope that we can reassure you that this is a priority for the practice.</p>
Extremely Likely	71	<p>All the above plus cheerful staff, care and services are second to none, very attentive, feel welcome, doctors are excellent and have a good 'bedside manner', doctors actually listen, lovely practice, warm welcome, in light of the NHS cuts and pressures the surgery runs very well, practice is clean spacious and tidy,</p>	