

Friends & Family Test - Latest Results

You've been giving us feedback on your care and treatment.

In February 2016 we received 85 responses and some of the things you told us are:

YOU ARE HAPPY:

"The practice always tries their best to fit patients in at short notice which is important due to work commitments"

"My daughter has been very poorly and staff at reception were very helpful and the doctor very good with her and helped us through a rough time – thank you"

YOU WOULD LIKE:

"To be told how long the wait will be"

YOU HAVE ISSUES WITH:

"Receptionists asking what is wrong when you ring for an urgent appointment"

"Staff continuity"

We're listening and this is what we're doing:

We are receiving a huge response to these questionnaires since introducing friends and family on our text messaging service. Please be assured that ALL your responses and comments will be discussed in practice and with our Patient Participation Group.

We do ask staff to check with you the reason for attendance (symptoms) when booking urgent appointments so the Doctor can prioritise.

Staff changes are inevitable with retirement and 'pastures new' but we hope that you will welcome our new team members who are very excited to be joining our practice team.

All positive and constructive feedback is welcome! All responses are reported back to the practice staff and discussed at our Patient Participation Group Meetings. All patients are welcome to attend.

Having your say helps to improve care for everyone so please keep putting us to the test by giving us your feedback each time you use our services.