

Friends & Family Test - Latest Results

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

In January 2016 we received 32 responses and some of the things you told us are:

YOU ARE HAPPY:

"All doctors explain everything to you, same with nurses"

"Front of house staff, well you could not find better"

"Excellent and very professional service"

YOU WOULD LIKE:

"The practice to open on Saturday mornings"

"Toys for children"

YOU HAVE ISSUES WITH:

"Getting through on the telephone early in the morning"

"Difficult to pre-book appointments"

"Waiting times"

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

We recently extended clinic times to allow 'catch up' slots to reduce waiting times and will continually monitor to improve patient experience in the future..

We will contact our telephone system supplier to see if there are any improvements we can make to ensure easier access and will feed this back over the coming months.

It was felt that toys in the waiting could be a hazard regarding trips and falls.

We currently offer extended hours on a Monday from 8am to 8.30pm and do offer Flu vaccination clinics on Saturday mornings. Practice opening times are discussed both nationally and locally and we will continue to have these discussions in the future. Any changes will take into account patient feedback and consultation.

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.