

Friends & Family Test - Latest Results

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

In October 2015, you told us:

YOU ARE:

"Very happy"

"Care is brilliant"

"Lovely Practice"

YOU WOULD LIKE:

"to reduce 12 month checks to 6 month checks"

YOU HAVE ISSUES WITH:

"Waiting times"

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

Clinical staff do try to keep to time, but sometimes a wait is unavoidable due to emergencies being added and patients needing more than 10 minutes. We have extended GP clinic times to allow 'catch up' slots which we hope will reduce patient waiting time.

We would like to remind patients that emergency slots are for urgent problems that cannot wait. Please do not bring several routine issues to emergency appointments. These are not appropriate and cause delay.

If you feel you that you need more frequent checks to help with the management of your health condition, please do make an appointment to discuss this with our Practice Nurse or Health Care Assistant.

All positive and constructive feedback is welcome!

All responses are reported back to the practice staff and discussed at our Patient Participation Group Meetings. Our next meeting is in January 2016 – date to be confirmed.

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.