

Friends & Family Test - Latest Results

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

In September 2015, you told us:

YOU ARE:

"Satisfied with all aspects, you can always get an appointment"

"Staff are friendly and professional"

"Staff and system help me look after my families health matters"

YOU WOULD LIKE:

"the practice to install an extractor fan in waiting room"

"surgery address and postcode on repeat prescription order form"

YOU HAVE ISSUES WITH:

"punctuality - appointments to run on time or just a few minutes late – not 10 to 30 minutes or longer"

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 have altered our repeat prescription slip to show full practice address.

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.

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 Wednesday 14 October at 6.30pm, 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.