

August 2016

In December 2014 the practice implemented the Family & Friends Test, which in January 2015 became reportable to NHS England. This test is a feedback tool to gather useful information from our patients who use our services to identify areas where improvements can be made so practical action can be taken and inform current and prospective patients about the experiences of those who use our practice.

In August 2016 the practice received a total 7 responses of which 6 were in-house and 1 via our website feedback tool. Below are the responses to the main question of how likely are you to recommend our GP practice to friends and family if they needed similar care of treatment?

Extremely Likely	6
Likely	0
Neither likely nor unlikely	1
Unlikely	0
Extremely Unlikely	0
Don't Know	0

The practice received the following comments that patients were happy to made public: -

- Excellent booking service, speedy appointment. Lovely receptionists – very helpful.
- Efficient and friendly surgery.
- Very helpful, kind and friendly. Good humoured.
- Excellent reception staff, easy to get an appointment and first class medical staff.
- The receptionists are friendly and helpful. My Doctor and my husband's doctor always respond as quickly as possible to any health issues which affect us.
- Had to wait 30-minutes to see the doctor, given though my appointment was at 10 past.
Practice Feedback – We apologise if you are waiting beyond your appointment time. Someone ahead of you may have needed extra time, be slower at undressing, redressing and climbing onto and off the examination couch, needing time and extra help. Others may be distressed and need time to compose themselves. Many patients how have complex medical problems and it can be difficult to manage these in 10-minutes. Whilst we would like to offer longer consultations times, this would inevitably mean longer routine waits for an appointment. We try to be sensitive to everyone's needs, and when it is your turn, we will do the same for you.

We appreciate that not everyone will experience a full personal satisfaction from our practice and services, but patient feedback is an essential tool that helps us deliver a high standard of care that is focused on the needs of the local community.

Thank you for participating and providing feedback.