

# January 2016

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In January 2016 the practice received a total 6 responses of which 5 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	5
Likely	0
Neither likely nor unlikely	1
Unlikely	0
Extremely Unlikely	0
Don't Know	0

## The practice received the following comments: -

- Very knowledgeable and friendly.
- I am a military wife and arrived in Gloucester 3-months ago. I arrived depressed and unwell, which has pretty been my state for the past year, as for whatever reason my past surgery did not seem to care. Churchdown Surgery was like a breath of fresh air, from the first day all reception staff were professional, helpful, smiley, could not do enough for me. Appointments were readily given in a very fast time frame, I could not believe my luck, outstanding ladies, and I cannot praise you enough. My 2 appointments have been with a Doctor, who is a caring man, a proper doctor, he listened carefully to everything I said and believe me it was a long list, by my second appointment he had a plan and already I now have an appointment with a specialist. I cannot thank you all enough, thank you for caring, you deserve a medal.
- I needed an appointment on the same day as ringing and got one with the Nurse Practitioner. She was on time, dealt with the concern politely, clearly and efficiently in a friendly manner. All sorted.
- Always helpful from behind the desk to when you book an appointment, day and time you want (if poss).
- Always able to get an appointment when needed. Helpful reception staff.
- I asked if a patient had made an appointment as requested by paramedic. Told confidentiality etc.; so no I could not be told. Patient in receipt of enablement. His notes/file left with patient after each visit as is usual. I was able to read her notes and a full transcript of patient's medical history as supplied by you. Coffee table reading for all, do you not think?

Practice Feedback – Where medical records are left with the patient then the patient is able to consent to the sharing of their records. The practice appreciates that this may be frustrating when trying to assist their family or friends; however NHS staff are bound by Data Protection and confidentiality agreements whereby they are unable to share patient information without the explicit consent of the patient. Under the Confidentiality NHS Code of Practice 2003 it states that “patients entrust us with, or allow us to gather, sensitive information relating to their health and other matters as part of their seeking treatment. They do so in confidence and they have the legitimate expectation that staff will respect their privacy and act appropriately”.

***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.***

