

FRIENDS AND FAMILY TEST RESULTS – January 2018

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 January the practice received a total 111 responses of which 1 were in-house, 110 via text message 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	100
Likely	2
Neither likely nor unlikely	1
Unlikely	0
Extremely Unlikely	2
Don't Know	0

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

- 32-years of help, I recommend Churchdown Surgery and will miss you. I am going to live in Cheltenham. I am 75-years old. All the best.
- Excellent doctors with superb appointment system.
- Being able to get an appointment without having to wait is amazing. Many of our work colleagues have to wait a couple of weeks! They can't believe it when we tell them about our surgery. The staff are always helpful often going the extra mile when necessary. Also the repeat prescription relationship with Badhams is great.
- Pleasant very helpful. Staff excellent customer service.
- Always great service, knowledgeable reception staff.
- The Midwife was very friendly and saw me right away so very, very little waiting in the waiting room.
- The reason I feel this way is I have never been refused an appt the people are very helpful from the drs to receptionist, nothing seems too much for them.
- The nurses.
- I have been with the surgery for a long time about 20 years and I find all the Doctors, nurses and staff are always helpful and friendly I would always recommend the surgery.
- Ability to see GP in day I phone and all GPs are welcoming and knowledgeable.
- Friendly , caring, reliable staff.
- Just excellent service.
- Have always had the highest regard for the doctors and support staff at this surgery.
- I find the surgery and staff friendly and efficient.
- Churchdown surgery staff are dedicated and caring. Appointment with a doctor normally available on the same day.
- I can usually get an appointment to see a Doctor on the day that I ring the surgery, and the Doctors are caring and supportive and I just think that is a very good Doctors Surgery.

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.

- You can normally get a same day appointment and the doctor answered all my queries.
- Reassuring doctor, same day appointment, happy with outcome.
- The staff are fantastic and I am always able to see someone quickly when necessary - always the same day in the case of an emergency.
- Have always had positive experiences with the surgery. From reception staff through to Dr's always helpful and never rush you.
- Great staff, always ready to help.
- Very friendly.
- It is personal, professional and always efficient and accessible
- Seen promptly, concerns listened to sympathetically and appropriate treatment recommended.
- Excellent, understanding, sympathetic Doctors who always go the extra mile.
- Surgery excellent in all yes all respects. Doctor's administration nurses secretaries. Amazing appt system - the envy of many friends and family who are not part of our practice.
- If I call on the same day I need to see a doctor before 9am I can always get an appointment. My surgery keeps good time and if there is going to be a long delay they inform me ASAP
- Friendly efficient receptionist and doctor and seen time.
- I ring up at 8am and I normally get an appointment that day. Where I know that other doctors surgeries people have to wait a week or more.
- Excellent GP who listens, runs on time and good booking system that allows you to see a GP quickly.
- It's local, pleasant staff, clean environment. The receptionist /Dr + nurses from your surgery have helped me get back to good health after a traumatic RTC, district nurses helped me until I was able to cope!! I'm grateful for that!! I owe my life to the National Health Service and I will never forget that, when I get in better health I will make sure other people know and respect what you done for people like me throughout my life changing experiences.
- Great helpful receptionists. Always able to get an appointment to see a doctor at short notice
- Always had great quality care, the staff really care about you as an individual. Never feel that I can't approach Dr's or Nurses.
- The surgery are always friendly helpful and accommodating.
- Long waiting time for surgery blood test, when working full time hard to get to the hospital.
- The doctors are good. And I can get same day appointment.
- Unfriendly staff, very poor service, staff lack good management skills.
- The people are always helpful and if necessary you can be seen quite quickly.
- Friendly staff and you can usually get an appointment on the day you phone, and I know this isn't the case with all surgeries.
- I am currently under the care of the Doctor and the care is exceptional and has been from November 17 to now and is still ongoing. My doctor has offered solutions and given advice on external help I can approach, as counselling via NHS has too long a waiting list.
- The poor patient manner and lack of empathy by doctor. Blood Results not considered.
- Staff very friendly always able to get an appointment
- Friendly, Dr made me feel rushed. Computer to log in is good and magazines in waiting room
- Always get a good polite service
- Attentive staff; GP who gave me time and listened to me.