

CHURCHDOWN SURGERY

FRIENDS AND FAMILY TEST 2015

Results - January 2015

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 2015 the practice received a total of 29 responses of which 24 were in-house and 5 were 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	23
Likely	2
Neither likely nor unlikely	1
Unlikely	2
Extremely Unlikely	0
Don't Know	0

The practice received the following comments: -

- Despite all the constraints faced at the surgery, all the members of staff – both medical and administrative can be extremely proud of what they achieve every single day. I have been a patient for many years and the level of courtesy, diligence and preparedness to help has always been of a high standard and still remains that way – Thank you ALL.
- The staff are without exception friendly and helpful. There are always plenty of doctors available. Appointments can be made at very short notice where necessary and it is always possible to get an appointment within 24 hours.
- Because you always get an appointment without delay with your own Doctor and the reception staff are always extremely pleasant.
- Excellent surgery, you can get appointments on the day and all staff are excellent and caring.
- The surgery is efficient, friendly and extremely helpful. One can see a doctor on the day you make the appointment. Brilliant all round.
- I always find everyone very helpful and pleasant to speak to.
- I have always been very pleased with every aspect of the practice.
- It's always welcoming and efficient.
- We have been patients of the surgery many years, the care and treatment has always been excellent.
- I have always received an excellent service from the surgery, never struggled to get an appointment, GPs have always been very amenable and gave above and beyond their role.
- Always had the best of attention and advice and would highly recommend to family and friends.
- Every doctor, receptionist and nurse in this practice are very helpful and treat you like a human being and not a number. Great practice, well done.
- Caring team of doctors and nurse. Extremely prompt response to all types of concerns.

- The surgery to me is always efficient, understanding and helpful.
- Always able to get an appointment.
- In the last 37-years I have seen this practice grown from 3 doctors to today's level. I have always had good service.
- Good doctors who seem to actually want to help. Also every easy to get into surgeries as there is never usually a long wait. Could do with some better magazines – **Practice feedback: The practice will endeavour to display some more up to date and varied magazines for patient perusal.**
- I find everyone helpful at all times.
- You have always been very supportive and helpful to me and my family in the last 40-years I've been with you.
- I have been fortunate to always get an appointment when needed. All the doctors and staff have been caring, helpful and sorted my problems.
- The practice is excellent, doctors, nurses and staff. Appointments are prompt and reassuring with 4 generations under one roof our needs are varied and complex, but always take care of by the surgery.
- Usually good appointments.
- Never had a problem, always polite and friendly, prescriptions always repeated on time.
- I find it hard to get an appointment – **Practice feedback: we are sorry that this was experienced; the practice offers GP, Nurse Practitioner and Practice Nurse Surgeries throughout the day. The GP appointments are split with 50% bookable in advance and the remainder bookable on the day. The practice also offers telephone consultations as an alternative to a face to face appointment. (National surveys also indicate that we have access an access for appointments that ranks amongst the best in the county).**
- The doctors do not take time with people we are human beings – **Practice feedback: We are sorry that you were not given the valued time that you would have appreciated. We ask where possible that patients who would like more time to discuss their care make a double appointment, this enables the GP to spend more time to assist.**
- Very difficult to get an appointment. Even more difficult to get one with a doctor who only works 40% of the week. You have to know even you are going to be ill, and even then, if appointments are already taken, you have to ring up on the morning on the off-chance there will be an appointment . This is a ridiculous system. Radio 4 did a feature on GP appointments. One of the best was at Petersfield, Hants, where the doctors answer the phones and deal with patients direct. They had introduced their new system and found it vastly improved the service for patients, and also for the practice. Suggest you introduce it at Churchdown. It would make the system far better for everyone: patients and doctors. – **Practice feedback: We appreciate that our more part-time GPs are popular and do get booked ahead in advance for routine appointments. The practice offers same day appointments, however this may not always be with the GP of your choice. The system of GPs answering the phones themselves would not be feasible for our practice as we can average 500 telephone calls daily.**

We appreciate that not everyone will experience a full personal satisfaction from our practice and services, your feedback is essential in us striving to deliver a high standard of care.

Thank you for participating and providing feedback.