

CHURCHDOWN SURGERY

FRIENDS AND FAMILY TEST 2015

Results – March 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 March 2015 the practice received a total of 23 responses of which 22 were in-house and 1 was 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	19
Likely	3
Neither likely nor unlikely	1
Unlikely	0
Extremely Unlikely	0
Don't Know	0

The practice received the following comments: -

- Excellent – can get an appointment when needed. GP very thorough.
- Always get a good service and appointments are quick to arrange.
- Excellent service, quick response.
- I have been in this surgery for many years, had at least 3 different doctors but from each had a perfect service and attention – keep up the good work.
- Daughter came out of school with a rash and the receptionist was very helpful and managed to get s an appointment for 10-minutes later.
- We have been treated with respect and kindness for over 30-years.
- I came in for my postnatal pregnancy 6-week check and the Doctor was extremely thoughtful coming into the waiting room area and helping me to carry in by bags and coats.
- Very understanding and appointment made quickly.
- Always had good service, good same day emergency appointments if required (if early enough in the day). Polite and conscientious culture, thank you.
- Fantastic surgery, bestest ever.
- Would recommend highly.
- All staff and doctors excellent.
- Perfect in every way.
- Excellent service.
- Receptionists are so helpful even though they have so many pressures. Always a smile and they focus on the patient they are dealing with. Doctors so good and kind, although they are working to a time limit you feel you are getting 100% attention. Appointment system is so good.
- We are very happy with the care we have had over 40-years.

- Churchdown Surgery is always accommodating with regard to appointments and general enquiries. Doctors are polite and caring as are all the ancillary staff.
- Because I like the Doctors from Charleigh age 9.
- Good general service but you can rarely get through on the phone, even at times when it should not be too busy. Often nobody answers at all – **Practice feedback: We apologise for this and wish to reassure that we strive to answer the phone within 6-rings, however this is not always possible due to staffing levels and demands upon reception from other members of the practice team. We will discuss how we can improve this experience at our next reception meeting.**
- 40 minutes running late – **Practice feedback: We apologise if you were kept waiting way beyond your appointment time. Someone ahead of you may have needed extra time, many patients now have much more complex medical problems and it is simply impossible to manage these in 10 minutes. Whilst we would like to offer longer consultation times, this would inevitably mean longer routine waits for an appointment. Some people may be distressed and take longer than 10-minutes to be able to compose themselves and leave. Discussing difficult news is absolutely not something to be timed by the clock. 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.