

Friends and Family Test responses to March 2015

We are pleased to summarise the Friends and Family Test Responses received together with personalised comments.

Thank you for your continued support and the 'Patient Comments' will be discussed at our next Patient Group Meeting in order to identify any potential learning points or changes we need to make to our services or care.

	Totals	Doctors	Nurses	Prescriptions
Extremely Likely	102	41	43	6
Likely	18	11	5	0
Neither	3	1	1	0
Unlikely	5	0	3	1
Extremely unlikely	4	0	0	0
Don't know	1	1	0	0
Total surveys	133	54	52	7

Patient survey - Comments
1) There is nowhere on the reception desk to deposit request for repeat prescription forms, resulting in having to unnecessarily queue to hand in the form manually. 2) I also had to do the same to obtain this form, though the receptacle for it, is on the counter
Trying to get an appointment to see a GP can be a problem
Making appointments always seems a farce. e.g. was told by nurse to make appointment for a month ahead to have BP rechecked - receptionist said unable to make appointment for a month ahead - come back next week to book.
It seems impossible for those of us that work to be able to get an appointment with 24/48 hours. The rules seem to change monthly! I also feel that it is unnecessary to discuss in detail with receptionists my needs. May be the GP needs to consider being available 24/7 as most working people these days as well, this might also alleviate A&E probs?!
There have been some improvements to the service over recent times but there is still room for some improvement regarding appointments
Difficult to get any convenient advance appointments which I need as I work 40miles away and cannot ring in mornings. Online appointments are few and far between
You can never get an appointment for after 4pm
Never able to get an appointment when you need one
It takes too long to get an appointment and when you get an appointment you don't get a long enough appointment
Poor appointment system. Too long between seeing Dr/Nurse for diabetes/Blood pressure - Why once a year?
Poor appointment procedure. Too much emphasis on Nurse appointments. Test feedback slow
On several occasions never received a call back when requested
I have always found the service and treatment = A
I have been with the practice a long time and I cannot fault the way I have been looked after
I have been with the practice for a long time and have always had a practical and informative pleasant experience, needs not withstanding
Can always get an appointment when needed and mostly on time.
Appointment time kept always
Very good service and staff
My family have been cared for by this practice since 1974