



Patient Feedback

Friends and Family Test

Patients can rate the services they receive at our Practice and we must publish these ratings monthly. The question patients need to answer is:

“How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”

The 3 ‘worst’ marks (Extremely unlikely to Neither Likely nor Unlikely) are taken off the one ‘best’ score (Extremely likely).

This gives us a % score per month.

It does mean that if all our patients scored us as ‘Likely’ we would not score anything at all.

You can rate us online or by filling in a paper form. We publish our results monthly on our website and they are reviewed in both our Practice Meetings and in our PLT sessions with all of our staff. Our FFT reports are also discussed with our Patient Participation Group regularly.



Patient Comments

Patients have asked us about turning the music off in the waiting area. The music helps to mask the conversations at the front desk and so for patient confidentiality it is important that it stays on.

Patients have also mentioned that they can find it difficult to book an appointment; we have scheduled a full appointments review in May 2018 to look at this in more depth, alongside the PPG.

What are we doing?

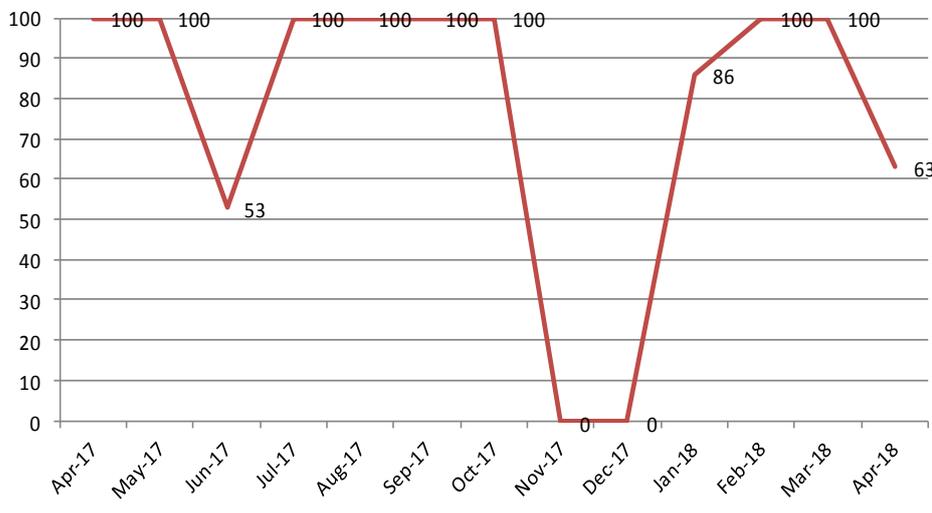
Answering phones & Appointments:

- All staff are trained to answer phones and book appointments;
- All staff are online at peak periods allowing more telephone calls to get through.
- A new telephone system has been sourced and is currently being developed to ensure patients can get through to the appropriate person quickly, and are told if there is a wait/queue - this has been sourced by local practices working together,
 - You can book more appointments online for your own convenience, even urgent appointments.
 - Additional appointments were converted to ‘Soon’ allowing patients appointments for those who need to be seen not quite ‘urgently’ but sooner than 10 days time. These are available online also.

Patient Comments

We are looking at putting a patient comments board in main reception to let patients know what has been said to us as a practice and what we are working on improving. Please let us know what you think about this using our suggestions sheets.

FFT % Score Monthly April 17- April 18



In November and December there were only 3 forms submitted which led to the low scores. Comments from patients were taken on board around appointment availability.