



July 2018

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.

Our appointments review is under way. If you have any suggestions please use our suggestion board in the main waiting area

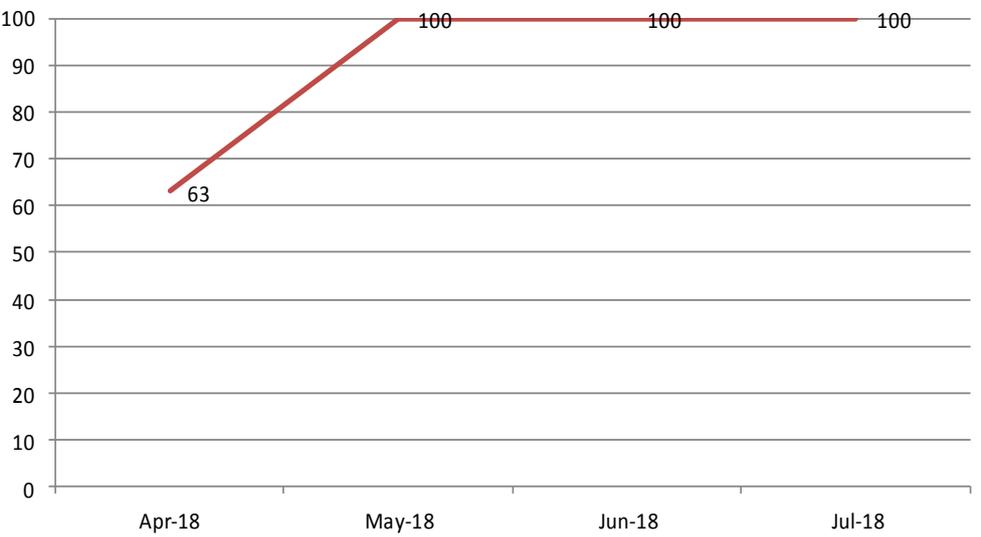
What are we doing?

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.
- Our new telephone system is installed and we are just waiting for the set up (hopefully before August). If you have any suggestions please contact us via the suggestions board or ask to speak to Laura Clare.

- 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.

FFT % Score Monthly April 18-July 18



Patient Comments

Our new patient comments board is up and running—see it in practice today and leave feedback via the suggestions cards.

Patient Comments: “Great doctors and receptionists that care and always resolve issues“, “Great friendly Drs and staff” (June/July 2018)