



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 fed back that they struggle to get to appointments outside of working hours. We are currently reviewing our appointments and can offer HUB appointments late nights and at the weekend—please ask at reception for more details. Flyer to follow.

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?

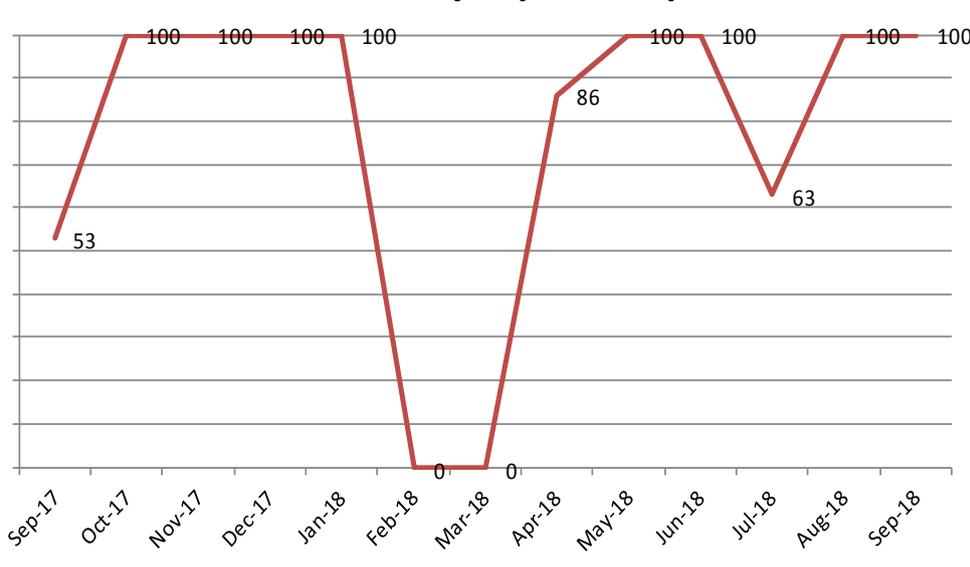
Answering phones & Appointments:

- We are trialling ‘Women’s Clinics’ twice a month in the early evening for specific issues such as contraception and gynaecological issues, following feedback from patients that they struggle to get access to these appointments. Please ask at reception for more information.
- We are also trialling first contact Physiotherapy appointments to treat common issues. These are on a Monday early evening 5.30-6.30pm and can be booked at reception. You will need to complete a Physio Self-Referral Form that can be downloaded from the website or found in main reception. As these appointments are very popular we may be increasing these slots. Please see our website for more information and updates.

Patient Comments

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

FFT % Score Monthly Sept 17- Sept 18



Patient Comments: “The Oakwood medical centre is excellent as is the service and information from all concerned. Brilliant” (September 2018)