



# 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 can give us feedback on our new telephone system. Please use the suggestions cards in main reception or contact the surgery to give feedback. This will help us develop a better system for all patients.

### What are we doing?

#### Long wait for appointments

We are adding in extra locum clinics to pressure points (summer periods) to help, and we have added in extra ‘Soon’ appointments.

#### Mental Health First Pilot

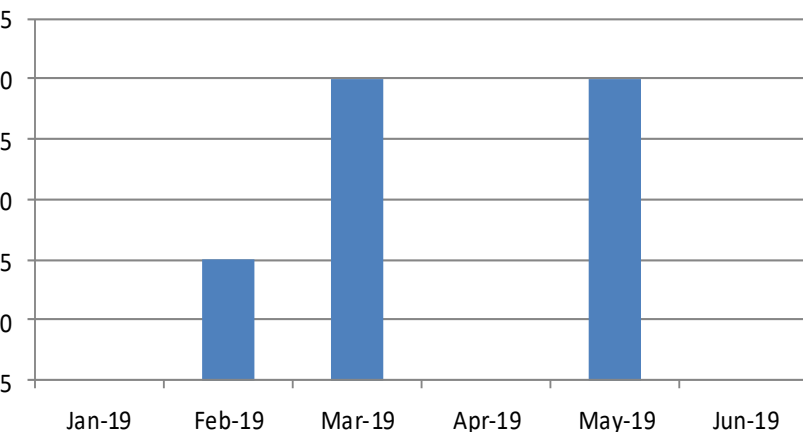
If you feel that you would benefit from support relating to your mental health then we now have on-site a Mental Health Nurse—Weds/Thurs who can provide hands-on support. Please contact reception for more information. You may need to speak to a GP on the telephone first before booking.

### Patient Comments

- *Excellent service from my GP*
- *THE BEST SERVICE provided at this surgery*
- *The staff are all friendly, caring and approachable.*
- *reception staff not patient friendly*

All staff are trained in customer care and conflict resolution but if you feel a member of staff has not acted appropriately please contact Laura Clare, Practice Manager—Patient & Staff Services.

**% Score**



### Blank Months

Some months we don't have any responses (Jan/April) so we cannot publish results for this. In June we are still logging these.