



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?

Primary Care Network

We are working with our partner practices in Northwich to look at solutions to common appointment problems. These meetings are attended by all Northwich practices as well as patient representatives from local PPG groups. We will feed back as soon as possible.

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.

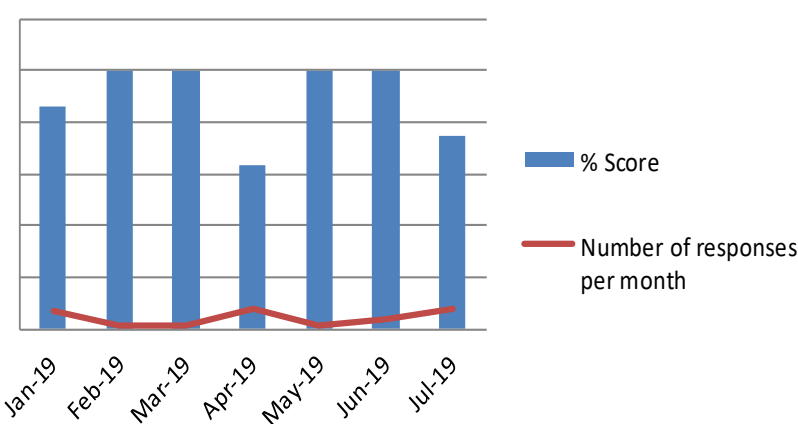
Patient Comments

- *Excellent service always has been*
- *Very helpful and supportive*
- *Unable to make appointments 3 weeks in advance*

Unfortunately we have found our DNA rates increased if patients book too far in advance. If a GP would like to see you within a certain time frame they should send a task to reception to contact you and book the appointment rather than having to call back at a later date.

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.

FFT Score % Per month 2019



Blank Months

Some months we don't have any responses so we cannot publish results for this. We are still logging these.