

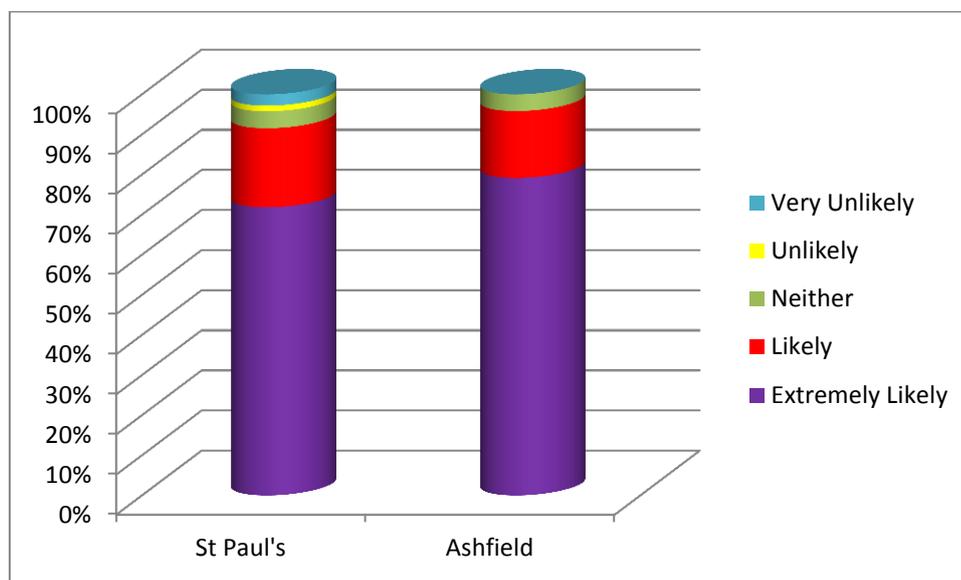
Friends and Family Test

Thank you to everyone who gave feedback in January 2015. Here are the key findings from the survey:

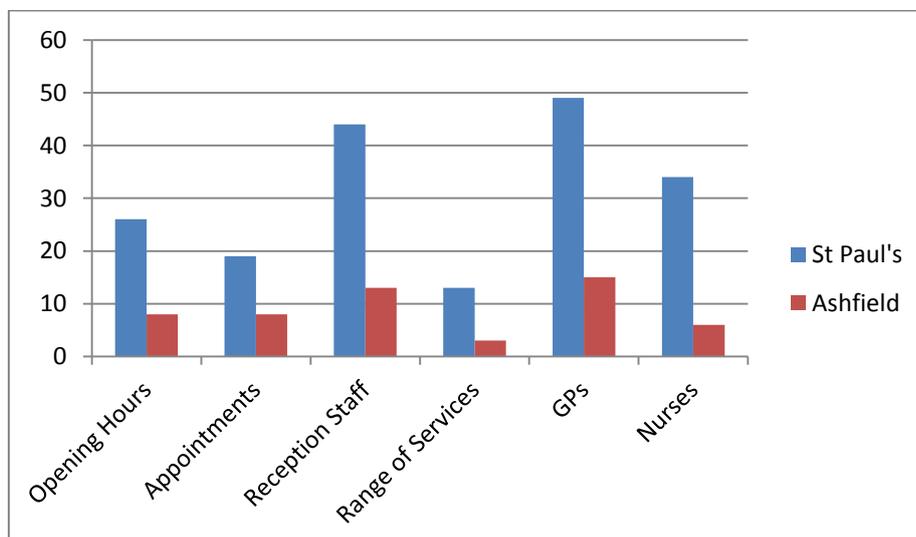
We received 71 responses at St Paul's and 24 at Ashfield, which is fewer at both sites than in December.

Most people completed a survey form when they came into the surgery either for an appointment or to collect a prescription.

Fortunately the majority of respondents appear to be happy with the services we offer and would be likely or extremely likely to recommend our practices to others.



We asked people to choose up to three things they particularly like or dislike about the practices, which led them to decide whether or not they would recommend us. Here are the things people liked:



We received two responses indicating that the patients would be extremely unlikely to recommend St Paul's. In both cases the reason was cited as unhelpful reception staff. However, as the chart above shows, reception staff scored highly for most patients who would recommend the practice. Nevertheless, we take all comments seriously and will continue to drive up standards of customer service.

Many people chose to add a comment, the majority of which are very positive, and we have listed those we have been given permission to publish.

From St Paul's patients:

-  Always been treated with respect and civility, problems looked at and treated, tests when required with no problems
-  Always looked after
-  Been with practice many years. Promptly seen by nurse
-  Doctors and nurses have always been helpful and professional
-  Everyone is helpful. I've never had a problem.
-  Extremely helpful staff and exceptional care by doctors and nurses
-  Found reception staff to have unfriendly attitude
-  Good all round practice with excellent staff
-  Have every confidence in the practice with doctors, nurses and reception
-  Have just recommended a lady who I care for. She is not happy with her surgery at Moor Park
-  I am impressed by the quality of care I have received since joining this medical centre.
-  I don't think anyone would say something bad as this service is a good one.
-  I have been with the surgery since I was 3 years and have had excellent care
-  I would recommend my friends to the practice.
-  It is always hard to get an appointment (too many patients possibly not a big enough surgery)
-  Moved to the area in August 2014 and have received excellent service so far from all staff, nurses and doctors so I would recommend to anyone else
-  New to area and so helpful registering me and setting me up quickly with midwife and checking my son's vaccinations
-  Quality of care - particularly in an emergency
-  Reception staff - rude and arrogant
-  Receptionist staff are rude and put minimum effort in to resolve issues even when it's their fault
-  Staff are very thorough and treat you like a person rather than a number
-  The services offered by this practice cover every aspect of health and care ranging from simple advice to more in-depth investigations if required.
-  They always call you in for regular check ups
-  This practice ticks ALL the boxes. Very kind, caring and thorough. Cannot fault it.
-  Very friendly practice
-  Very good service

From Ashfield patients:

-  Always received top quality care from ALL staff at the practice. Never a problem getting in to see a doctor. All the staff are nice and very professional.
-  Always well received. Reception are pleasant and very helpful. Never a problem getting in to see a doctor. Always received the best help possible despite being a complicated

patient! Thank you

-  Check the reviews before joining
-  Have complete confidence in both doctors and nurses
-  I would recommend my doctor because they listen, help and give you a good description of your illness and explain things in a way you understand
-  I would recommend this practice on the basis of the above questions. I would tick them all.
-  Just the best
-  On the basis of my own personal experience
-  Parking sometimes difficult
-  Thorough service given every time
-  Very pleased with the practice. Helpful and pleasant reception staff.

One comment has been withheld from the Ashfield list as this could have led to a breach of confidentiality. As the comment related to a complaint about a specific event, we have addressed this personally with the patient concerned and a full apology has been given.

The GPs and the whole practice team would like to thank everyone who completed a Friends and Family Test and we look forward to receiving more feedback in the coming months.

Anne Bagot-Moore
Practice Business Manager
2nd February 2015