

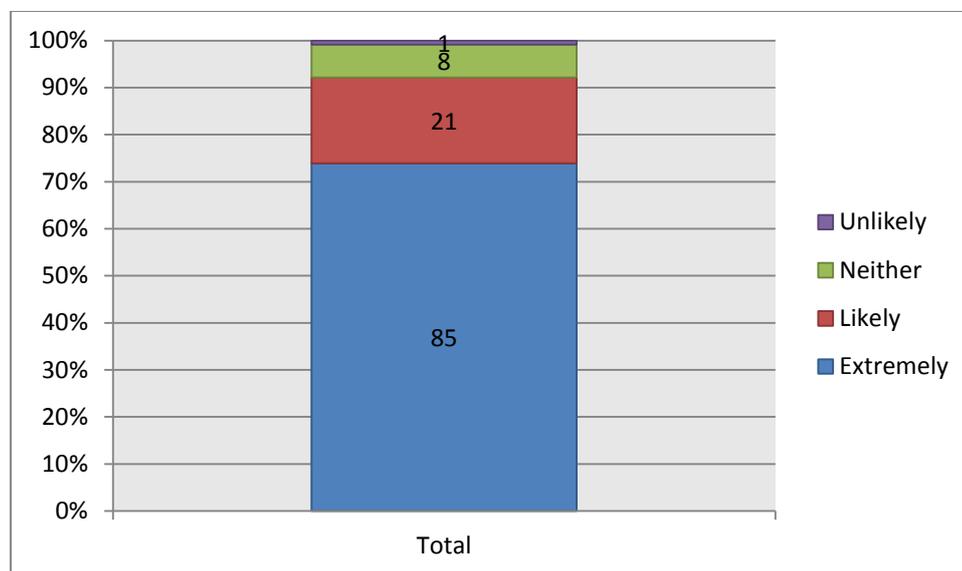
Friends and Family Test

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

We received 31 responses at St Paul's and only 4 at Ashfield. It is not clear why the number of people completing the survey has fallen, however we will try to encourage more patients to complete the Friends and Family Test in the coming months.

The small sample size at Ashfield makes it difficult to draw definitive conclusions, but it is pleasing to see that none of the respondents would be unlikely to recommend the practice.

Looking at the cumulative data from December to March shows that over 92% of patients would be likely or extremely likely to recommend Ashfield Medical Centre. Only 1 patient out of 115 stated that he/she would be unlikely to recommend.

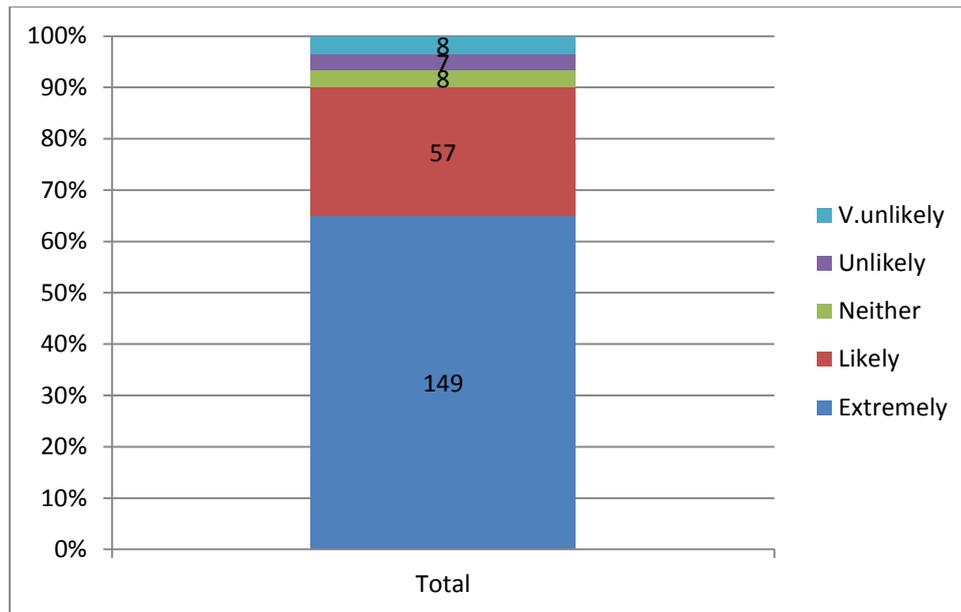


This month's comments from Ashfield patients are shown below:

-  Friendly practice. Everyone is approachable. Can get an appt quickly (or could before it changed)
-  Really good care. Superb services.
-  Waiting time is always a problem. Every time visited I am 30+ minutes waiting

Looking at St Paul's responses over the last 4 months, again there is a very high percentage (89.96%) of patients who were likely or extremely likely to recommend the practice. Around 6.5% would be unlikely or very unlikely to recommend.

We have received only 1 negative comment about a GP, but feedback about reception staff is very mixed, ranging from the highest of praise to the polar opposite. In order to root out poor service we need to identify those members of staff who are guilty of this. It is helpful if patients let us know immediately if they feel they have not been treated well.



Comments from St Paul's patients were as follows:

- ✍ 1. Can't get an appointment, 2. Telephone appointments a joke, 3. When you do get an appointment at 10:20 you're still not seen at 11:05am
- ✍ All the doctors and staff have always been very helpful
- ✍ Close to home. Helpful staff.
- ✍ Dr Johnson - superb
- ✍ Extremely unprofessional behaviour of a GP
- ✍ Friendly and helpful staff. Best doctors surgery I have had in Blackpool. Never had any problems or been disappointed.
- ✍ Have been with this surgery for 80-odd years and in my estimation it has always been wonderful
- ✍ I have been a patient since 1997. I have seen many changes all for the good.
- ✍ I have not had many reasons to complain and I have been at this practice over 14 years and hope I can stay at this practice when I move home in 10 days
- ✍ I would recommend this GP practice because there are always easy to get appointments
- ✍ Out to help you with any problems. Never been so pleased with a surgery as I have now.
- ✍ Reception staff mostly unpleasant. The time GPs spend - never rushed.
- ✍ Staff are wonderful. Floors look dirty and gritty. Waiting room sometimes smells shocking. The Centre in Bispham always smells so clean and fresh at the clinic.
- ✍ Sterling service. Never a fault!
- ✍ Thank you Dr Power for your letter in support of a bungalow
- ✍ The new system of phone consultation is a waste of patients' and doctors' time
- ✍ Very good service. Always helpful

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
7th April 2015