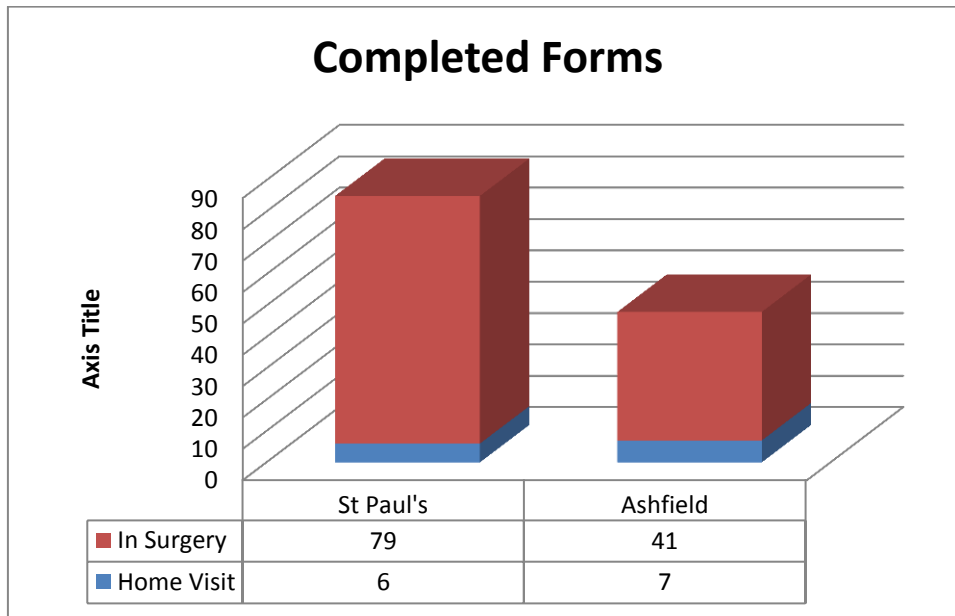


Friends and Family Test

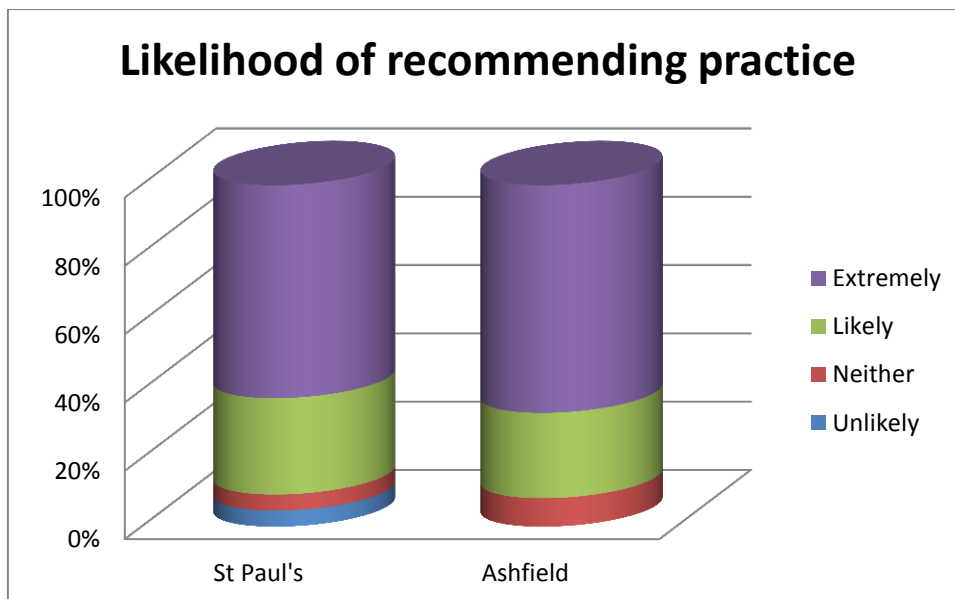
Thank you to everyone who gave feedback in December 2014. Here are the key findings from the survey:

We received 85 responses at St Paul's and 48 at Ashfield. Where a form was completed with just a comment but no answer to the Friends and Family questions (2 cases), we treated these in the same way as a suggestions form and they are therefore not included in this report.

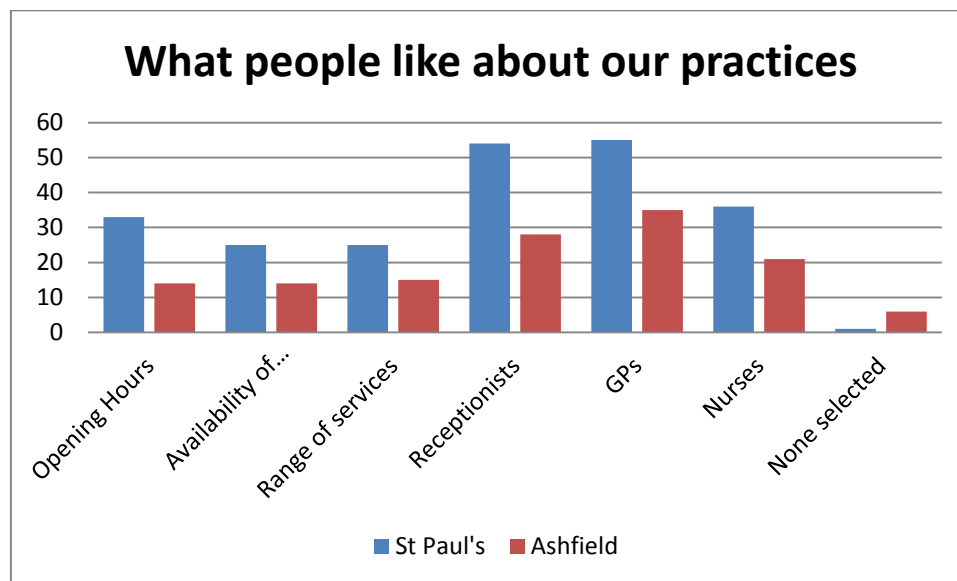
Most people completed a survey form when they came into the surgery either for an appointment or to collect a prescription.



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:



In addition one person mentioned online prescription ordering as a particularly good service.

Looking at those patients who said they were unlikely to recommend us, one gave the reason as opening hours, one as availability of appointments and one listed appointments, GPs and nurses. The fourth patient did not give any reason.

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.

- ✍ Always find the doctors and nurses are very caring and never rush the appointments even though they must be busy
- ✍ Always helpful
- ✍ Best GP practice in Blackpool
- ✍ Care from doctors and nurses is of paramount importance
- ✍ Caring and efficient practice
- ✍ Changed to St Paul's because I was told it was a good surgery. I agree.
- ✍ Confidence in 'quality' of service
- ✍ Doctors always been great
- ✍ Dr SB - Brilliant
- ✍ Dr Straker-Bennett very understanding. Pharmacy lets it down. Surgery is great!
- ✍ Excellent care offered. Rapid appointments and follow-up.
- ✍ Excellent service
- ✍ Great friendly staff
- ✍ Helpful doctors/nurses and reception staff. The family has been with this group for 37 years.
- ✍ I find the surgery very helpful
- ✍ I have been with this practice for approx 62 years (since I was born). It is marvellous!
- ✍ I would recommend anyone to be registered at St Paul's because everyone cares about patients

- ✍ If I had private health care it could not be better than this practice
- ✍ Impressed with the text message stating date and time of appointment and very good service
- ✍ It is grand - always helpful
- ✍ It's local to several areas and very helpful team, good attitude.
- ✍ Never able to get an appointment when needed. One particular nurse practitioner is very rude
- ✍ Nurses are very good
- ✍ Professional
- ✍ Reception staff are very busy yet can be so friendly and helpful
- ✍ Reception staff are very good and helpful and all the GPs are great and understanding
- ✍ The care and concern is brilliant but admin errors could do with some attention but hold my hand up I too can make mistakes.
- ✍ Very impressed with availability of docs for my mother
- ✍ Very satisfactory practice. Drs and nurses excellent.

As our motto is “We are *for* you; we care *about* you” it was very pleasing to have so many positive comments about the caring approach we always try to have.

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.

In the meantime we can report that we have introduced a new appointment system from 22nd December, which has increased the number of GP appointments offered each week and has also made some appointments available to be booked online.

Happy New Year everyone!

Anne Bagot-Moore
Practice Business Manager
2nd January 2015