

Friends and Family Test

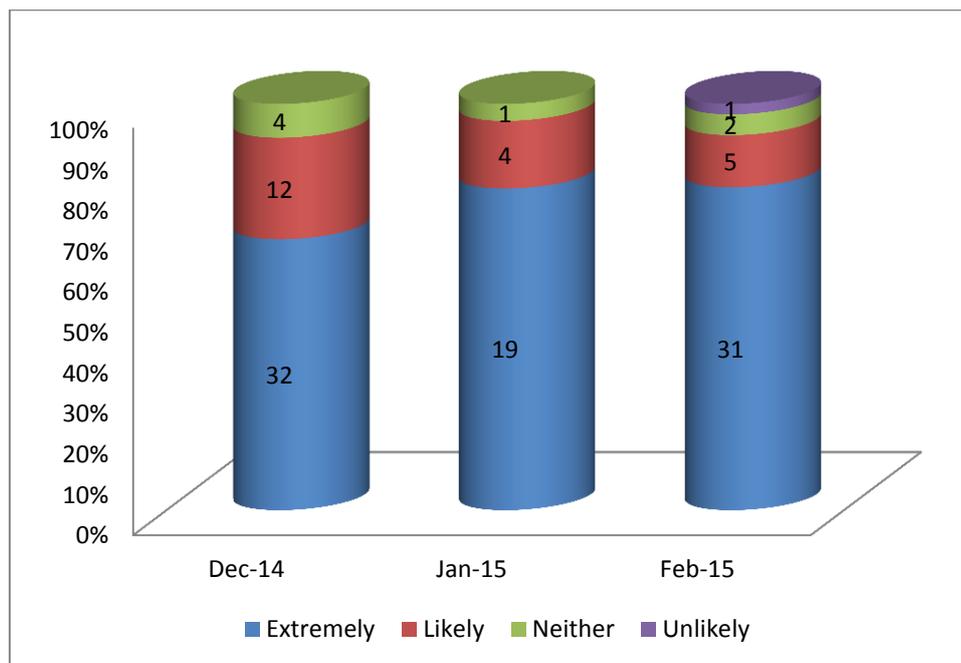
Thank you to everyone who gave feedback in February 2015. Here are the key findings from the survey:

We received 42 responses at St Paul's, which was much lower than the previous 2 months, and 39 at Ashfield, which was an increase from January. We will try to encourage more patients to complete the Friends and Family Test in the coming months.

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.

In the last 2 months the proportion of people who would strongly recommend Ashfield Medical Centre has stayed the same at 79%. Only 1 patient indicated that he/she would not recommend the practice and cited the appointment system as the reason. This is the same system as used at St Paul's where there have been a number of positive comments about it.

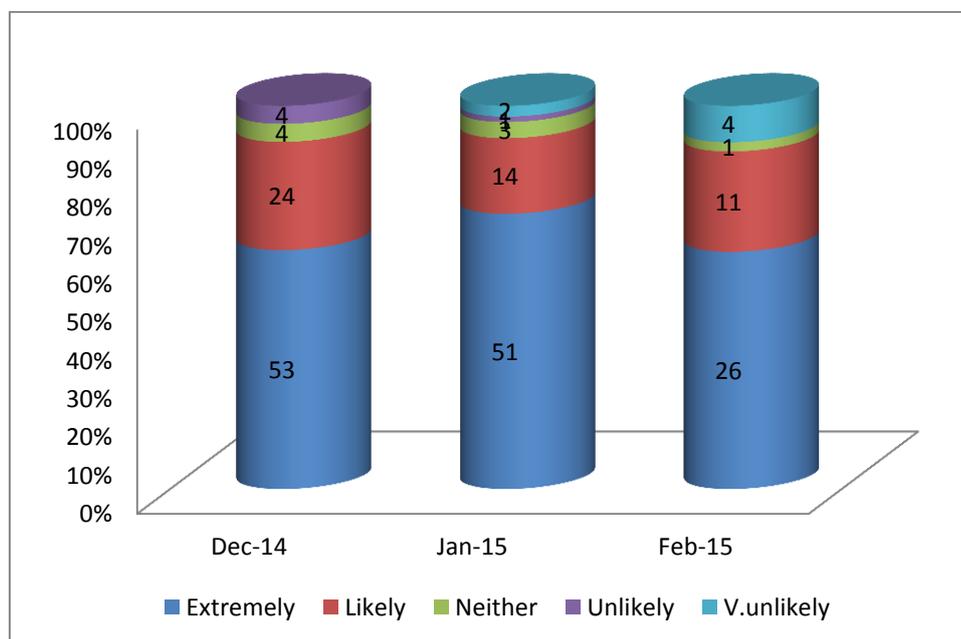


This month's comments from Ashfield patients are shown below:

- ✍ All staff are very good and helpful
- ✍ All the staff and doctors are very helpful at all times
- ✍ Clear and helpful
- ✍ Dr Ganti is always ready to listen and explain things unlike Dr Johnson who has a brash manner
- ✍ Extremely obliging. Took care of me for years. Cannot fault.
- ✍ Happy with the service
- ✍ Helpful manner of all staff. Moved from St Paul's as they were not as helpful
- ✍ I don't think the new system works as having to wait to speak to doctor before appointment made

- ✎ doesn't help if you're poorly and need seeing as soon as possible.
- ✎ I have already recommended the practice to friends. Everyone is always very helpful, friendly & efficient
- ✎ I would recommend more if appointments was same day
- ✎ Most reception staff helpful, but not all. Some doctors better than others and show they care i.e. Dr Johnson, others don't.
- ✎ Reception staff always lovely!
- ✎ The care and professionalism shown by all the doctors, nursing staff and receptionists is second to none. Highly recommended.
- ✎ Unable to make a comment at this time as this is my first visit to this Medical Centre
- ✎ Very good quality care by all
- ✎ Very good service
- ✎ Very happy excellent
- ✎ Very helpful receptionists and very caring patient doctors
- ✎ Waiting times
- ✎ When I have needed their help they have always come up trumps
- ✎ Yes would recommend this GP practice

The picture at St Paul's is somewhat different. The proportion who would highly recommend the practice has reduced, although the overall proportion given as likely or highly likely to recommend is still over 88%. We were disappointed to see that 4 patients would be very unlikely to recommend us. 3 of these cited reception staff as the reason, while 1 gave lack of appointments as the reason.



As a consequence of this feedback we will be closely monitoring the reception area and taking prompt and decisive action where customer service standards fall below required levels. We will be providing our staff with name badges as suggested in the comments below and we hope that patients will make the Patient Services Lead or a manager know if they are unhappy with how a particular receptionist has dealt with them. We also plan to have a visit from a 'secret shopper' provided by Healthwatch for training purposes.

Comments from St Paul's patients were as follows:

- ✍ Always helpful, very pleasant
- ✍ Can never get to see a doctor when I phone up
- ✍ Cleanliness (other). Found receipt dated from 11/07/13. Still got the proof.
- ✍ Extremely impressed - was told to phone 8:00am to book emergency doc phone call – called by doc within 40 mins - talked on phone and told to come down immediately and was seen.
Great new system
- ✍ From leaving hospital to aftercare doctors - nurses - staff (St Paul's) extremely good
- ✍ Having been patients at the old Derby Rd surgery and now St Paul's for well over 50 years, this is an opportunity to say a big thank you for all you have done for us. Over the years we have never had reason to complain of anything and the kind and helpful care from all concerned as and is excellent. We are more than happy to be quoted on this not at any time.
- ✍ Helpful staff and quick at getting me in
- ✍ I have always had excellent service since attending here since 1979
- ✍ I would recommend because of availability of appointments
- ✍ I would recommend GP Practice
- ✍ Not always able to get appointment with GP of choice
- ✍ Rang surgery for appointment, called by doctor within 14 mins and could go straight up to see doctor. Really helpful and problem quickly resolved.
- ✍ Reception always helpful. Also doctors we get an appointment quickly.
- ✍ Receptionists need to wear name tags so we can name and shame the bad ones
- ✍ Service from front desk is terrible
- ✍ Thank you to all the people who have helped me since I came to your practice. I don't attend, I am housebound.
- ✍ The reception staff are so helpful nothing is too much trouble for them. They will do their utmost to accommodate patients' needs (a great team). In previous years this was not always the case. Improved a lot. The most important thing is that they are always smiling. Thanks very much.
- ✍ Unhelpful reception staff. Difficult to get appointments. Uncaring attitude of doctors.
- ✍ Very good and the nurses are good
- ✍ Very 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
10th March 2015