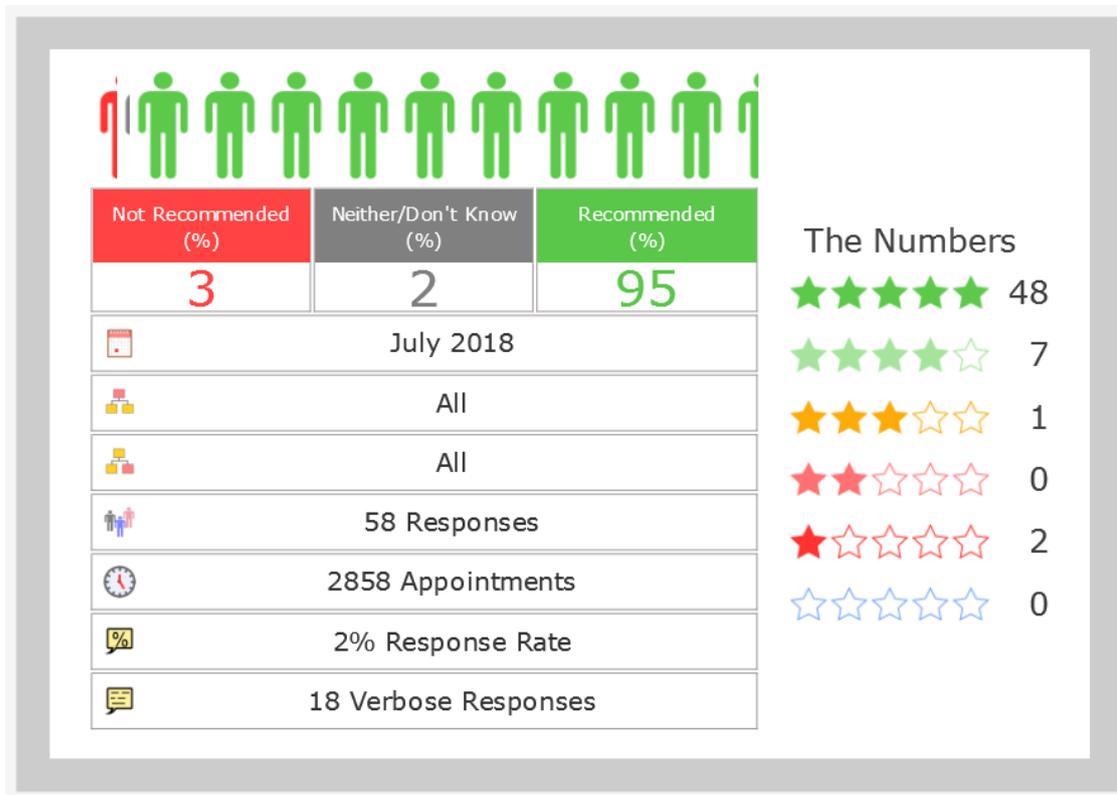


# The NHS Friends and Family Test

## RESULTS

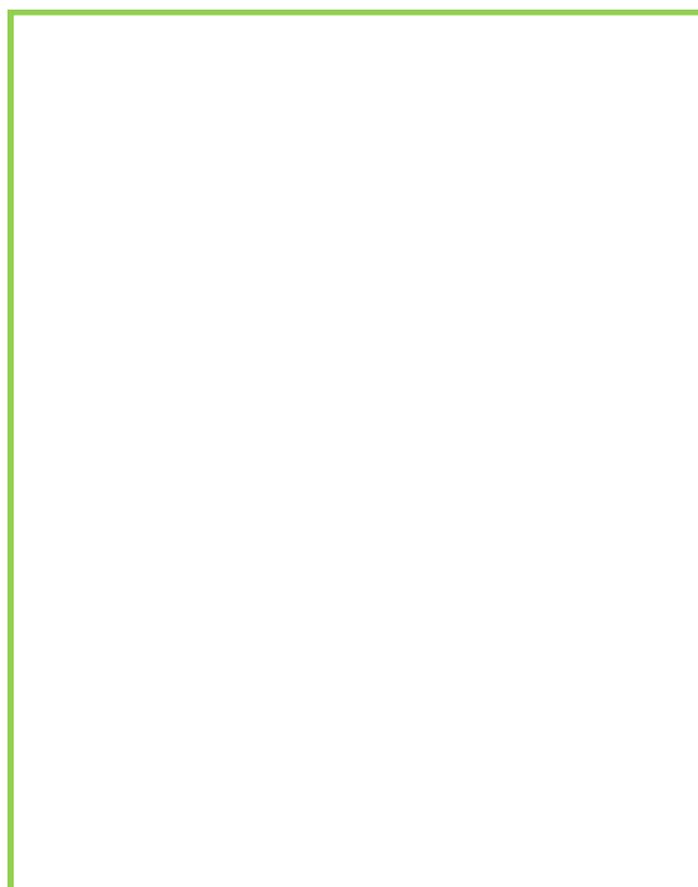


July 2018



**PATIENT FEEDBACK** - please see below a selection of comments overall

### POSITIVE & NEGATIVE



- Personally, because I am 6' 7" tall I have great difficulty at the check-in as I am too tall to use this. Maybe a swipe system would be better or angle the screen?
- Give better feed back with renewing prescriptions, The only issue I have had with your practice, is when renewing prescriptions, they get changed from what I requested or not fill at all, but I am don't find out until I pick it up and could couple of times now I have been left out meds I need for a couple a days .
- Waiting time, water in waiting area, cooler
- Put fans in the waiting area to make it cooler & children's play area
- The long drawn out message before speaking to someone when you ring up
-

# FEEDBACK FROM THE RICHMOND HILL PRACTICE

Richmond Hill Practice prides itself on delivering a high standard of professional medical care for all the family. Your physical and mental wellbeing is our priority and we aim to achieve this at all times with dignity and respect.

We encourage positive & negative feedback from patients as we want to offer the best services possible and make your experience as good as it could be. Unfortunately, we will get a few negative comments but for us as a practice, this will help us to improve the service we offer to you.

Unfortunately, we are not able to alter the screen of the checking in machine. If it is difficult to see, please report to reception and they will check you in.

We do try our best to let patients know when their medication has changed or if there is a new item to collect but sometimes it is not feasible. If you are signed up to a pharmacy, they will generally notify you of the change once they have clarified it with us.

Due to the very hot summer, we have suffering in the building with the temperature being too warm. We have lodged a complaint with Property Services over this and have set up a petition for everyone to sign if you agree that the waiting areas, corridors and clinicians rooms are too hot. Hopefully, this will be sorted asap.