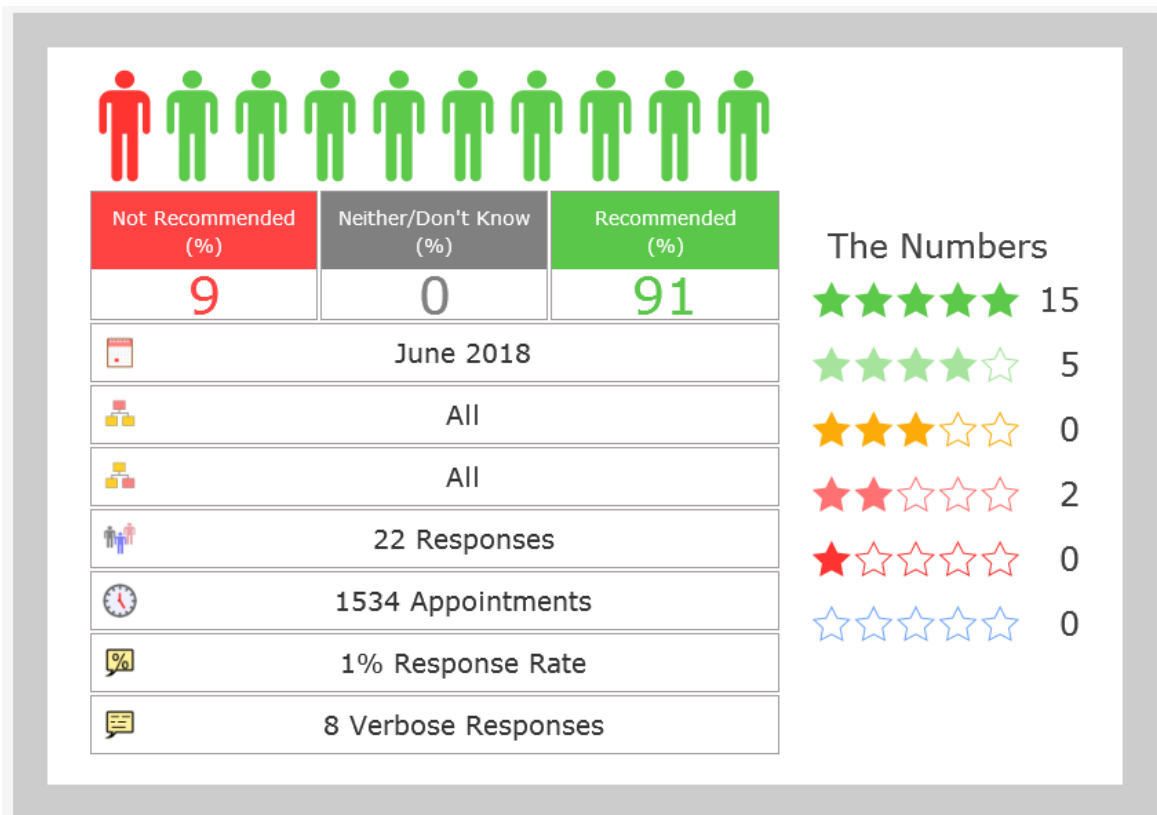


The NHS Friends and Family Test

RESULTS



June 2018



PATIENT FEEDBACK - please see below a selection of comments overall

POSITIVE & NEGATIVE

I can't speak highly enough of the practice.

I would change the answer machine message. Maybe someone from the surgery needs to sit and listen to it. It is very unprofessional and not caller friendly.

- To have a kiddie area so adults are not bothered
- Nothing have no complaints
- I would change the answer machine message. Maybe someone from the surgery needs to sit and listen to it. It is very unprofessional and not caller friendly.
- Be allowed to choose which GP you are assigned to.
- I would change the answer machine message. Maybe someone from the surgery needs to sit and listen to it. It is very unprofessional and not caller friendly.

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 have a child's play area due to infection control and it would have to be cleaned and looked after on a daily basis. We do not have the staff to be able to do this.

We changed the answering machine message in May when we started to Care Navigate. The message is spoken by one of our doctors and has been cut down to be easier to understand and less frustrating when waiting on the line. What we have on the message is compulsory.

Everyone is assigned to a Gp but that does not define who you can or should see as a patient. All this means is that particular doctor was signing the new patient registration when you signed up to the practice and if you have been with us for a long time, the doctor is more than likely to have retired and therefore you would have been assigned to a different doctor for obvious reason.