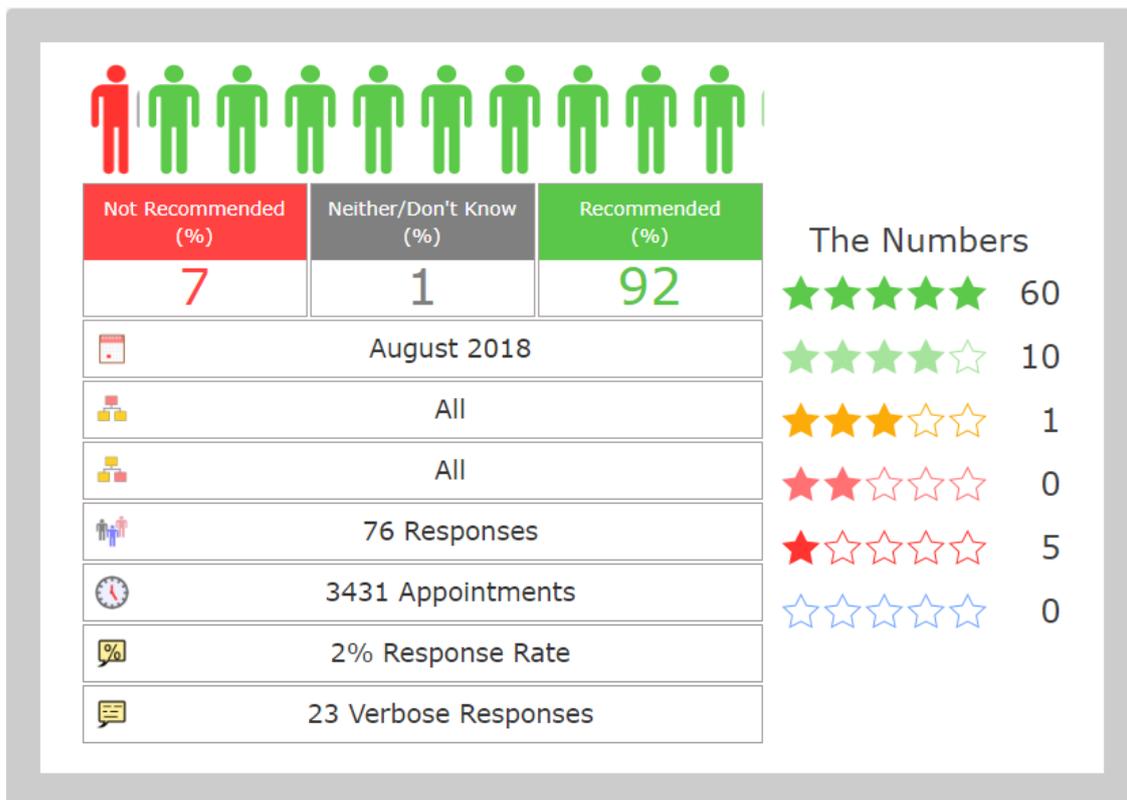


# The NHS Friends and Family Test



## RESULTS

August 2018



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

### POSITIVE & NEGATIVE

Nothing love the place and the staff  
 Wonderful nurse. Very caring and professional. You need better receptionist  
 I am very happy with the practice I have recently moved to this one and I am impressed by the quality of care making appointments can be difficult but it does work for emergency appointments.  
 I would change nothing about the service, my doctor was extremely helpful. Thankyou.

More appointments available  
 Air conditioning  
 Waiting times are horrendous. I waited 40 m ins to see a dr  
 You should be able to phone for prescriptions when work full time  
 The clinical rooms are extremely hot

# 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.

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.

We do our best to make as many appointments available to you that is possible. We can not always guarantee that every doctor is in clinic every day due to holidays and shift patterns etc. We do have Triage available four days week for minor ailments and there are also many alternative services available such as the pharmacy and minor eye care service etc. There is lots of information available of our website about care navigation. [www.therichmondhillpractice.co.uk](http://www.therichmondhillpractice.co.uk)

Unfortunately, we don't have the capacity to take prescription requests over the telephone as we have over 10,000 patients. The telephones ring non stop from 8am—6:30 pm with queries and appointment bookings so if were to take the prescription requests on the telephone, patients wouldn't be able to get through to book an appointment or ask general questions.

We do try to let you know when the doctor's are running late. It is a little more difficult if you check in via the checking in machine as we don't know you have booked in until the receptionist looks at the clinic, which can later than expected if she is dealing with queries. These comments will be taken back to the practice manager and we will take them on board to try let you know in a better way when the doctors are running late.