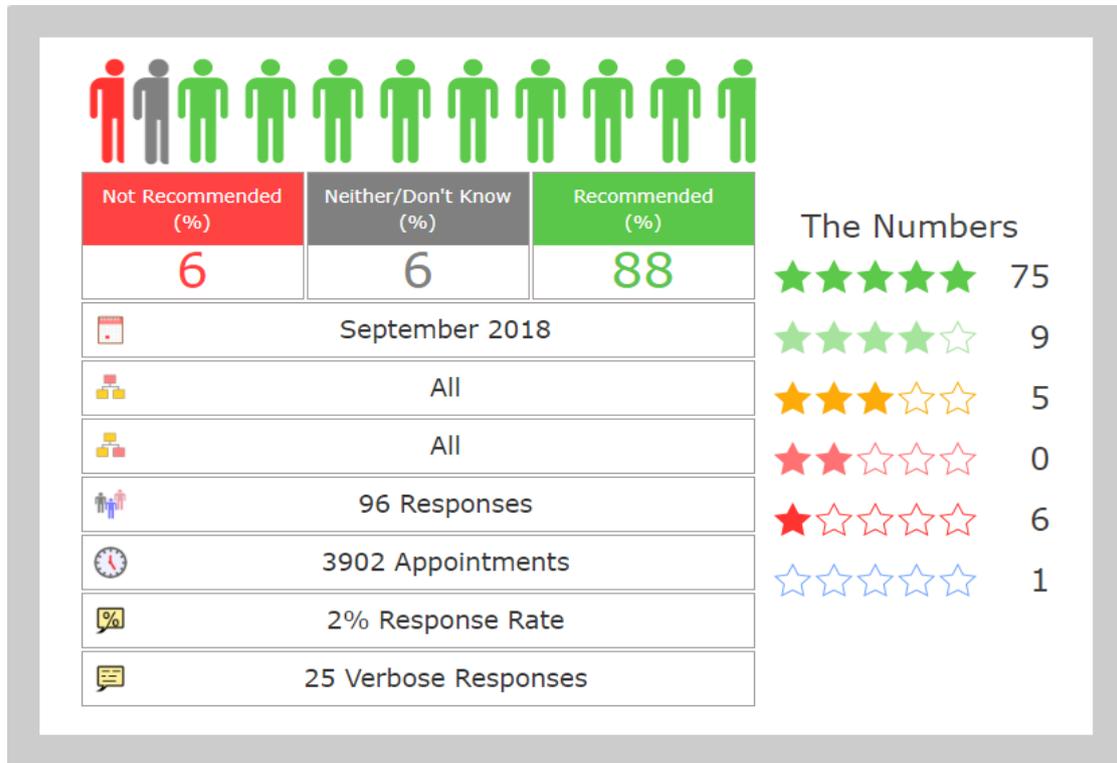


# The NHS Friends and Family Test



## RESULTS

September 2018



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

### POSITIVE & NEGATIVE

No complaints most acceptable for a very busy practice...thank you.

Nothing great staff, quick service, very friendly

Nothing at all. Excellent service and staff

Would not change a thing. Always happy with treatment at Richmond Hill. Thank you.

I would like ALL in the NHS to have the resources they deserve. You are the best in the world and greatly appreciated by me. AP

I cannot suggest any improvement - perfectly satisfied.

If appointments are running late let patients know. Understand appointments will run late but please tell us

Play area

# 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.

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.

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.