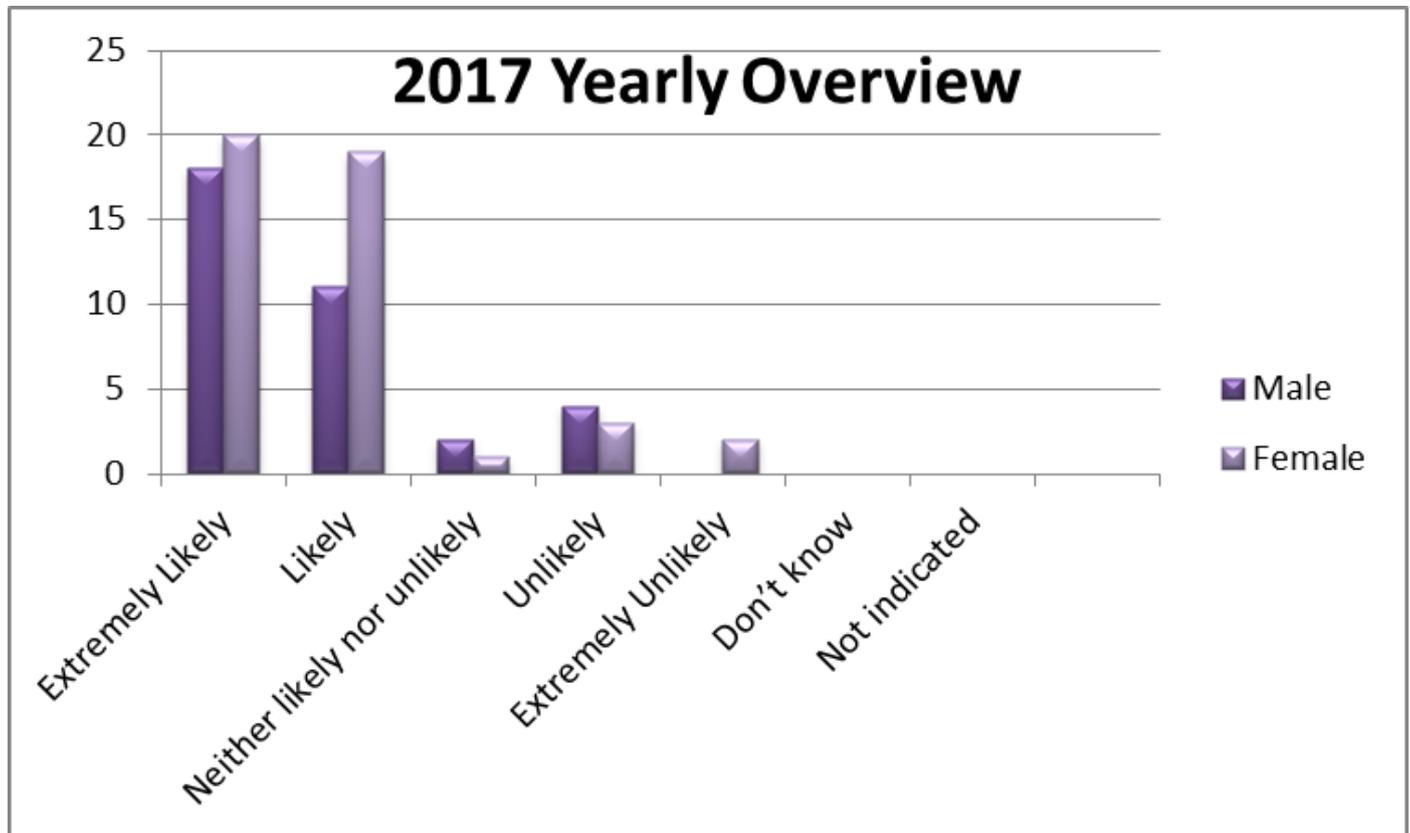


# END OF YEAR OUTCOME 2017

## Friends and Family Test



## Comments from the Friends and Family Test:

Please see above the end of year results for our Friends and Family Test. We are very pleased with the outcome and strive to offer our patients a quality patient care centred service.

Please continue to complete the Friends and Family Test cards that are located in reception. We review these on a monthly basis and we look at and where we can improve our service and, where possible, offer a solution.

Many thanks again for your input.

# Comments from the Friends and Family Test

## Improvement Actions

### Comments Received

- Don't like having to ring in at 8am for an appointment
- Sometimes struggle for appointments but can usually get one if phone at 8.00am
- Usually able to get an appointment although can be difficult sometimes especially when short staffed
- Difficulty getting appointments unless it's same day. This is an on-going problem.
- Difficult to get an appointment when you want
- Not enough Dr's appointments
- Never had any issues but appointments difficult to come by at times.
- Not enough Dr's appointments

We currently run a service where patients can pre-book and our clinics are planned ahead on a four weekly cycle. All our practices hold clinics on a daily basis and we are happy to see our patients at any of our practice locations. Pre-bookable appointments do get booked quite quickly but we also offer the same day service. If you call at 8.00am, when the surgery telephone lines opens, we will do our very best to get you an appointment across one of our practices. We appreciate that travelling to other locations is not an option for some of our patients but we aim to meet all our patients' needs. Patients can also sign up to our online booking system where appointments can be booked through this service.

- Needs more GP's

We have expanded our clinical team over the course of the year with more GP and HCA capacity to meet demand and reduce waiting times.

- Always late

We apologise if any patients feel their wait time is too long. Sometimes this is unavoidable as clinicians may have to deal with an urgent matter, the clinic over-runs or a telephone intervention call may have been carried out with another healthcare professional. We aim to maintain high patient care at all times. Our receptionists are experienced in monitoring wait times and if you cannot be seen on time they will always explain how long your wait may be. We do our very best to run to schedule. We do ask patients that when booking appointments if it is for more than one problem that they tell the receptionist who can allocate a longer appointment as this sometimes has an impact.

- Baby changing facilities would be useful and struggled even though staff were helpful

We listened – we did have a baby changing facility but in view of this comment reassessed what we were offering and have now upgraded our facilities. The baby changing facility is sited in our patient toilet areas, at all our practices. Signage is displayed on the door and adequate room with a wall mounted changing table. Surface sanitisers to self-sanitise and bins for disposal are available with our team regularly monitoring the toilets to maintain a high standard of cleanliness. We care about the well-being of all our patients and where we can improve services will aim to do so.