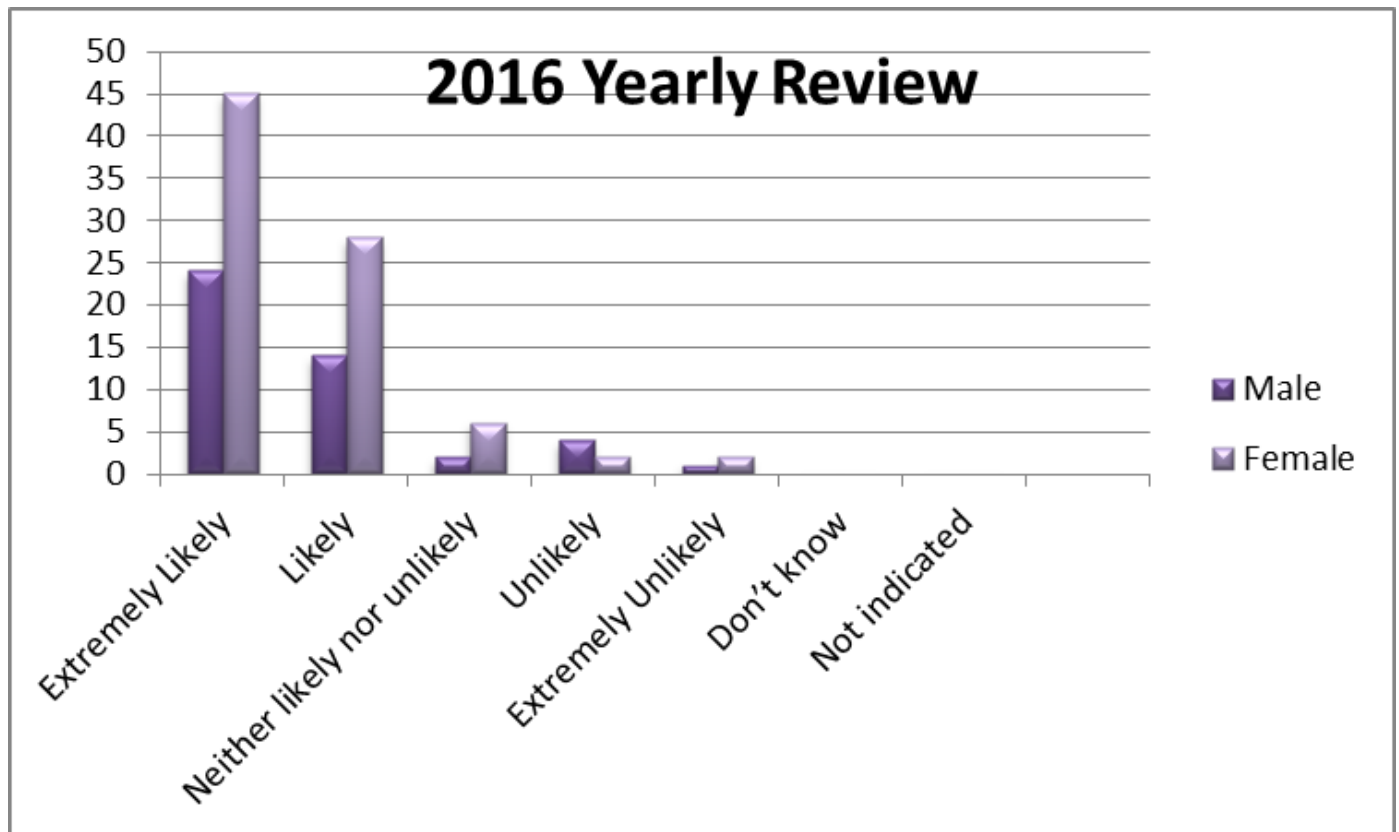


END OF YEAR OUTCOME 2016

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

Comment Received - Staff friendly. Some delays with prescriptions.

Response –

We have implemented a new Electronic Prescription Service where your prescriptions can be sent electronically to the pharmacy or dispenser of your choice.

Choosing this services means you will no longer have to collect a paper repeat prescription from us. You can go straight to the nominated pharmacy and pick up your medicines. Once ordered via our receptionist, online access system or order line we can forward these on swiftly. We our patients benefit from this new service.

Comment Received - Very good service, professional & friendly. Need magazines in the waiting area please

We aim to offer a wide variety of information for you to read. We also have our media system with various seasonal and current information for you to view. As magazines are handled regularly we aim to reduce the risk of spreading bacteria by keeping magazines to a minimum. We do hope there is enough literature available and will continue to keep as much available as possible.

Comments Received - sometimes there have been long waiting times i.e. 30 mins or more but the care and treatment is usually very good

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.

Comments Received - It can be very difficult to get an appointment

We hold clinics at all our practices 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 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. The partners are considering expanding our clinical team in order to meet demand.