

## **Patient Feedback from Friends and Family Test Surveys Feb – April 2016**

This is a list of things that you have said on your friends and Family test forms:

### Positive

Organised	Friendly	Caring
Good doctors	Helpful receptionists	Get called back same day
Efficient	Polite	Professional
Helpful	Kind	Clean and tidy
Can get appointments		

*We appreciate your comments and will continue to provide a professional, efficient and caring service. We have included training on Professionalism at our staff meetings.*

### Negative

Because sometimes the doctors can give poor advice and on one or more occasions I remember a doctor asking me how he could fix my problem.

*We are sorry you felt that you were asked to fix your problem. We are all trained to try to find out what you were hoping for to help your problem and what thoughts were in your mind about your problem. This is to make sure that we listen to you and answer the questions you may have in your mind. Many people have ideas about what may help them, and we like to know these, so that we can work with you to help your problem using our ideas as well as your ideas.*

helpful, but needs more phones lines for morning calls to make appointments.

*We have now streamlined all our calls onto one telephone number to give everyone calling from each surgery an equal chance to get through on the telephone.*

*We are recruiting more staff to help answer the calls and try to have more staff answering calls during the busy times.*

*We are encouraging people to use the on line booking system, which will free up the telephone lines for people who do not have a computer.*

The doctors are very helpful, serious and caring. The only thing which needs to be changed is the way the appointments are booked. I call in the morning and then when I go through that say all the appointments are booked. Also I can't call to book for next week.

*We would like to encourage as many people as possible to use the online booking system, which is quicker than making an appointment by telephone.*

*We are reviewing the way appointments are booked in advance.*