

We're listening to your feedback

You've been giving us feedback on your care and treatment. You told us:

Thanks to everyone who took the time to provide feedback on our services in December. There was an 88.9% satisfaction rate with many positive comments about staff and services, which have been shared with the team and are much appreciated.

One patient kindly took the time to thank us for the help we provided in an emergency situation following a fall outside of the surgery; the comment was that the patient was "treated like royalty". We were delighted to hear that and very pleased that our emergency response protocol ensured the patient got the help they needed.

We're listening and this is what we're doing:

Two patients were unhappy with the services they have received commenting on:

- A 3 week wait to see a GP - This normally only occurs if a patient wants to see a particular doctor. Appointments are released each day up to 2 weeks ahead.
- Most of the Receptionists are rude – this does not appear to reflect the experience of the majority but can be investigated if details are provided.
- Being asked to make more than one appointment for more than one problem & waiting 30 minutes past your appointment time to be seen – there is an irony in this as the reason appointments run late is that previous patients needed more than their allotted 10 mins to discuss their problem. This is why we ask for one problem per appointment to help us run to time.

Having your say helps to improve care for everyone so please keep putting us to the test by giving us your feedback each time you use our services.

The NHS Friends and Family Test

www.nhs.uk/friendsandfamily