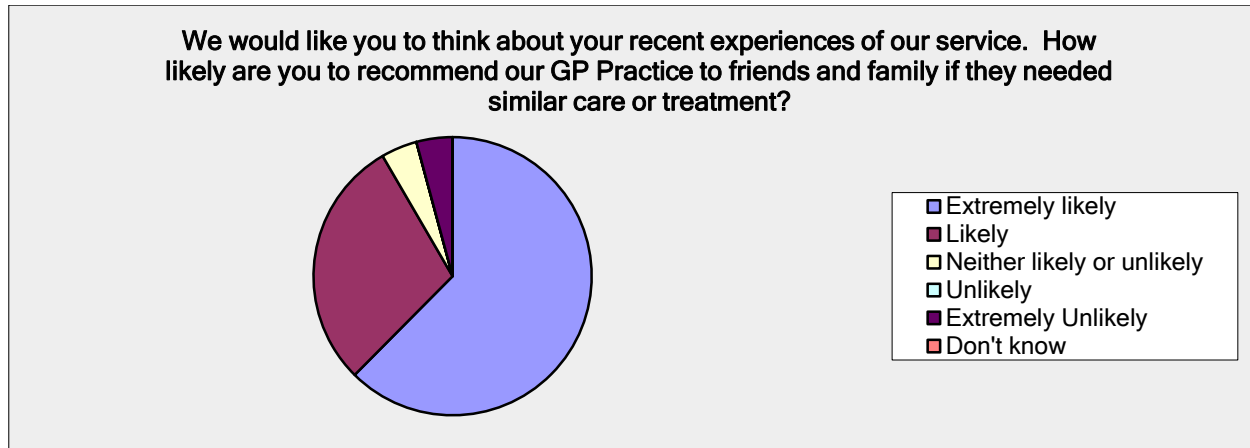


Friends & Family Test April 2016 results

We would like you to think about your recent experiences of our service. How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?

Answer Options	Response Percent	Response Count
Extremely likely	62.5%	30
Likely	29.2%	14
Neither likely or unlikely	4.2%	2
Unlikely	0.0%	0
Extremely Unlikely	4.2%	2
Don't know	0.0%	0
<i>answered question</i>		48
<i>skipped question</i>		1



What you said (an example of some of the comments received):

What we did well:

'This practice is extremely well run , appointments are always available with dr's and nurses and at suitable times , reception staff are always polite and very helpful'

'Doctors are caring and very helpful also reception girls are very helpful'

'I have been with this practice since the day i was born and haven't been treated badly or never wish to leave this practice'

'like the early and late appointment times for my work , excellent range of gp,s clinics and services'

What you thought we could improve:

'I was waiting 30 mins for my appointment others were sat and went in after me '

'Friendly staff , but hard to get a same day appointment , also long waiting times even when your early'

'there rubbish'

What we have done:

The practice has audited waiting times for surgeries, have rearranged some surgeries to improve time management. Unfortunately surgeries at times do run late this may be due to complex cases or unavoidable problems. We are looking at ways to improve communication with patients regarding current waiting times and have added messages to the call board and self-check in to keep people informed.

We are continuously monitoring our appointments situation and and recent national survey results have show we are above average for access to our services. We are currently trying to recruit a new GP and have recently employed a practice pharmacist who is due to start in May to help manage demand and improve our services.

(PLEASE NOTE SOME COMMENTS ARE NOT DISPLAYED DUE TO POSSIBILITY OF BEING ABLE TO IDENTIFY INDIVIDUALS BY RESPONSE GIVEN OR ARE OFFENSIVE IN NATURE) THANK YOU TO EVERYONE WHO TOOK PART IN OUR APRIL FRIENDS AND FAMILY TEST – YOU CAN TAKE PART IN OUR MAY TEST EITHER IN THE PRACTICE OR ONLINE AT WWW.CHADWICK-PRACTICE.CO.UK