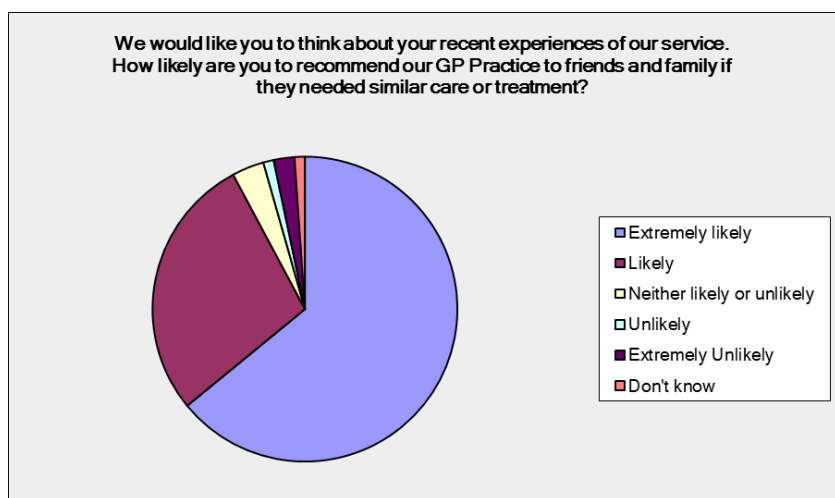


Friends & Family Test December 2015 results

Friends and Family Test Data

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	64.0%	57
Likely	28.1%	25
Neither likely or unlikely	3.4%	3
Unlikely	1.1%	1
Extremely Unlikely	2.2%	2
Don't know	1.1%	1
<i>answered question</i>		89
<i>skipped question</i>		0



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

What we did well:

'Every visit I've come to make to the Chadwick Practice has been met with a very "Good Practice" approach to my visit and needs' 'Because they are polite and helpful and doctors listen to you'
'I personally think the service by both Doctors and Nurses and indeed reception staff is second to none. Helpful informant and careful to listen and understand'
'Moved surgery 2 yrs ago, Dr Pradeep has been very helpful to me, fantastic Dr looks after me very well'
'The GPs expertise diagnosed my son's illness almost immediately which probably saved his life'

What you thought we could improve:

'I do not feel that the Chadwick Practice is family orientated. Doctor Brash and Dr Mendis are very good GPs' 'Patient waiting times, never called on time'
'Continual issues when ordering repeat prescriptions on line, continued to ask for medication to be reviewed and not done?'

What we have done:

The practice has audited waiting times for surgeries, have rearranged some surgeries to improve time management.

We currently offer appointments before 8.00 am, after 5.00 pm and Saturdays to try and accommodate patients' needs.

We are in the process of reviewing our repeat prescription protocols with a view to improving our services.

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