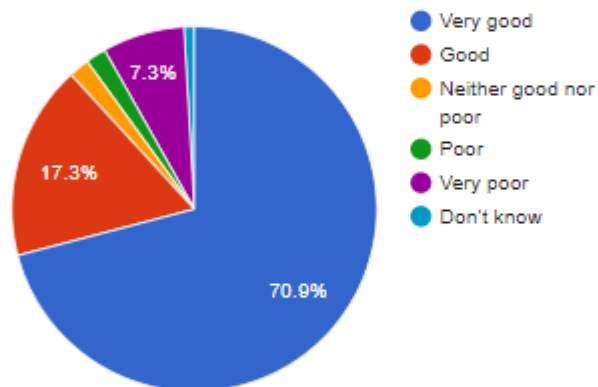


# Friends and Family Admin

## Report on NHS Friends and Family Test - Patient Feedback..

September 2022

Q: Thinking about your recent appointment - how was your experience of our service?



Options	Total
Very good	78
Good	19
Neither good nor poor	2
Poor	2
Very poor	8
Don't know	1

## NHS Friends and Family Test - Patient Feedback

September 2022

Q: Please tell us about anything that we could do better:

Free text question. There were 53 responses:

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2022-09-05 15:51:54

Don't really know has it's been a long time since I've been there .. probably make appointments on the day rather than 0830 in the mornings

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2022-09-05 15:54:01

Keep doing what you are doing you are the best

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2022-09-05 15:57:11

Less phone appointments more face to face Please

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2022-09-05 15:58:08

A better system for booking appointments. When advised to see a GP by three other health professionals I would expect to see one. Read emails sent from other health professionals in a timely manner.

Receptionist needs to tel you who you are booked in to see so you have the option to say you are happy with this

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2022-09-05 15:59:13

Reception staff very unhelpful. Only reason I stay is with my disability I need my medication.

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2022-09-05 16:00:36

Make appointments more accessible

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2022-09-05 16:00:39

Doctor said they would ring me to discuss blood results and next steps regardless of the outcome of blood test as the problem will require further investigation however they haven't bothered to call at all so I will now have to chase again when I have a spare hour to sit on hold on the phone.

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2022-09-05 16:01:22

Nothing

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2022-09-05 16:06:39

Fine as it is

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2022-09-05 16:07:51

As long I don't have to wait

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2022-09-05 16:08:55

Answer phone calls as soon as possible sime time its takes longer than i thought thanks.

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2022-09-05 16:10:22

You are doing fine except when you are trying to call the surgery it takes a very long time .

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2022-09-05 16:11:15

To have more appointments available, nothing else

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2022-09-05 16:11:47

Well what I will say ! Is why when I eventually get through on the phone joining a queue of say 10 ! As I get to first in the queue I invariably get call cancelled , Very

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annoying !

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2022-09-05 16:13:33

Staff at the surgery are very good. Kind, helpful and compassionate. They do their best in what is difficult situations and a stretched NHS. Thank you

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2022-09-05 16:14:09

Healthcare is all about patient choice and considering what the patient feels is within their own best interests. I have not experienced this! I've also not received a call back today even though I was expecting this. There is simply no excuse - the system is failing miserably. This needs urgent improvement.

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2022-09-05 16:14:23

More face to face appts

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2022-09-05 16:15:57

More phones available

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2022-09-05 16:16:11

Kind attitude

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2022-09-05 16:21:08

See face to face as I couldn't understand the Dr and it's the same everytime I need a new prescription

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2022-09-05 16:23:38

Haven't had an appointment

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2022-09-05 16:24:20

Getting an appointment is difficult sometimes through the phone, but once there, the service is good. Dr Williams is very capable and proactive Dr

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2022-09-05 16:24:29

More people to answer a call. The average wait for me has been 45 minutes.

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2022-09-05 16:31:36

What I experienced...got through at 8.31..was 9th in the queue.. waited 12 minutes before I could speak to reception

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2022-09-05 16:36:28

Very pleased with the outcome, though the process left something to be desired. I did have to press a bit for something that I maybe should have been supported in from my first enquiry. No complaints however, under the current extremely difficult circumstances the service is excellent and I'm very grateful, to this practice in particular. Thank you guys.

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2022-09-05 16:40:12

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When we become no 1 in the phone queue, we are put on hold again for a receptionist. Is there a way to alter this and just be answered.

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2022-09-05 16:41:28

Long long wait in answering phone 56 dial outs. But Dr did call back same day. That's excellent.

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2022-09-05 16:45:44

Just make it so you're not so long on the phone waiting

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2022-09-05 16:51:50

Nothing

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2022-09-05 16:59:42

Answer your phone,s more quickly

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2022-09-05 17:28:39

Allowing people to make appointments ahead rather than having to telephone early morning for one the same day. This is often difficult with work commitments.

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2022-09-05 17:37:15

Please start syringing ears again!

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2022-09-05 17:45:00

Please can I thank you for the support and care I was given at my appointment. I really felt listened to and supported. Thank you.

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2022-09-05 17:59:46

Not having to spend about 40mins on the phone to make the appointment.

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2022-09-05 19:51:19

Nothing. Cannot speak more highly of both Administrative and Medical staff.

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2022-09-05 20:54:11

Sometimes I think the receptionist shouldn't have the power to choose who warrants a phone call or actual appointment !! Things need to go back to normal when it comes to our GPs ! I personally think a lot of people are losing faith in their family GPs. When they used to be so highly respected..

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2022-09-05 22:09:41

The new telephone system is too long to be connected to a reception compared to the old system but once through excellent service

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2022-09-06 06:21:11

Appreciated I got an appointment and surgery very busy but surgery is very basic inside and I didn't feel fully listened too, person was a bit tough

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2022-09-06 11:09:06

Nothing excellent service

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2022-09-06 13:12:46

More flexibility with booking non urgent appointments

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2022-09-06 15:28:00

Wendy your receptionist is rude you have a policy where patients have to be polite it works both ways

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2022-09-06 16:40:50

I had written a detailed message to you and wanted a comprehensive reply. I got the minimum urgent treatment from Dr Williams who is always fantastic but feel that the drs don't have enough time to look at the whole person or situation. I have several ongoing chronic problems and they all affect each other.

Hospital situation is a lot worse and I keep getting admitted via resus. Then referred to various people via body parts. Nobody seems to be managing the whole thing. It is not a ten minute telephone appointment problem so keeps falling between the cracks of the system.

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2022-09-06 18:30:19

Nothing, it was well organized , and nice staff , as always

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2022-09-07 09:49:31

I am very pleased with the service we receive.

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2022-09-07 12:10:52

New telephone system and better referral system for hospital requirement. two incidents when the hospital referral has not been sent.

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2022-09-07 20:51:25

Nothing

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2022-09-08 17:04:48

Run the practises for the benefit of patients, not the surgery or staff. Appalling appointment booking system.

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