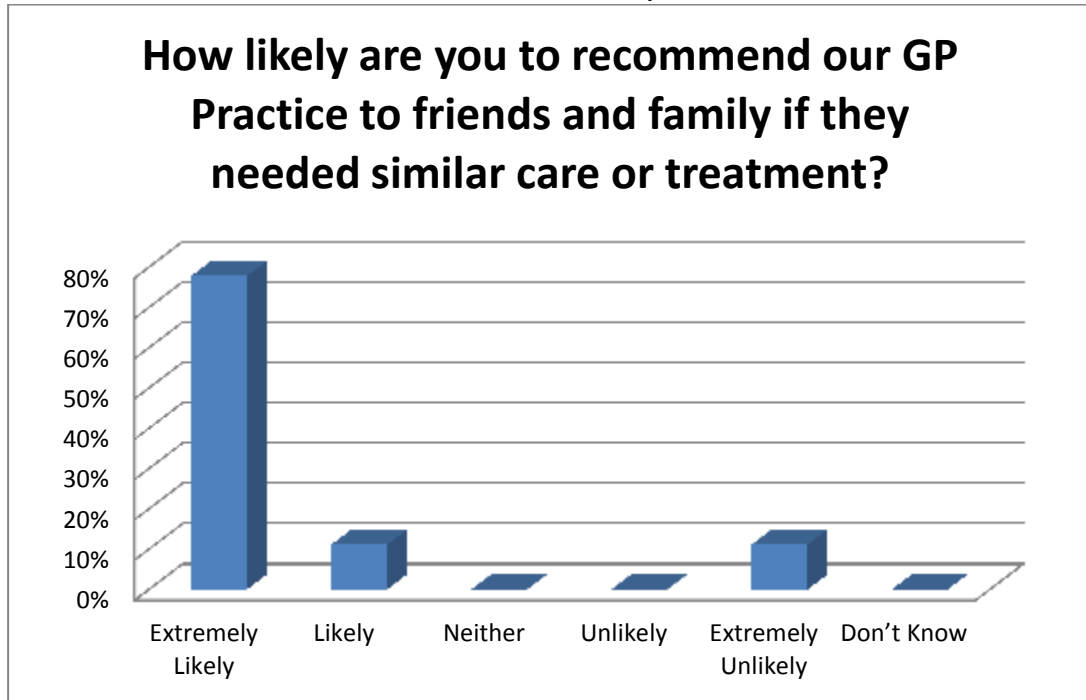


## Friends and Family Test Responses

November 2015 – April 2016



### You Said...

You are listened to, every effort is made by all

Saw Dr Porter very good, excellent.

Very friendly Reception staff and very obliging. Doctors all knowledgeable and helpful

When coming to this practise you're treated with respect and very kind staff

Everybody is so friendly and helpful.

This is the only surgery I have ever attended where the receptionist treat you with respect, and have empathy, and are people rather than bulldogs.

Lovely friendly staff. Not open enough convenient times - late nights

Friendly reception, always made to feel welcome. Drs helpful, and make you feel at ease when talking to them about your problems and actually listen to what you have to say

Reception always helpful & friendly. Medical staff spot on Thank you

All the Doctors and staff are so friendly and very helpful

My experience over 25yrs plus has been very good always thanks, to all at Elm Lane Surgery

Dr Attesley listened & understood my concerns and made me feel a lot calmer. Excellent visit even with the way I am feeling. Receptionist friendly and efficient as always

## **We Did...**

As a result of your feedback we have informed all the staff who have received positive comments from patients, they appreciate your support and positive comments so please keep them coming. We try very hard to provide a good service to our patients so it is always nice to hear when you are doing a good job. Thank you.

It is wonderful to see that 89% of patients surveyed would be likely or extremely likely to recommend our practice to friends or family. We work very hard to provide the best care for patients and we aim to treat all of our patients with respect while helping them in a kind and friendly manner. So it is nice to hear that patients feel welcomed and comfortable when at the practice.

One patient was likely to recommend us but commented that we are not open enough at convenient times. We have considered the extended hours contract from the NHS but the funding provided is not enough to cover our costs of opening in the evenings or at weekends. We are currently taking part in a pilot programme in Sheffield to try and increase access; as a result, our GPs are able to book patients into appointments with a GP or nurse locally at evenings and weekends.

Services are still available when we are closed through the walk in centre on Broad Lane, the Sheffield Out Of Hours Service or the free NHS 111 number open 24 hours a day. We also provide other services to patients when we are closed such as online appointment booking and online repeat prescription ordering.

A couple of patients said that they were extremely unlikely to recommend us, but unfortunately did not tell us why in the comments box. It is useful and important to tell us when things don't quite go as well as you expect so that we can improve on these areas.

Thank you to all the patients that took the time to complete our Friends and Family Questionnaire. Please ask at reception for a questionnaire and tell us how we are doing, it will only take a few minutes.

Luke Houldsworth  
Practice Manager