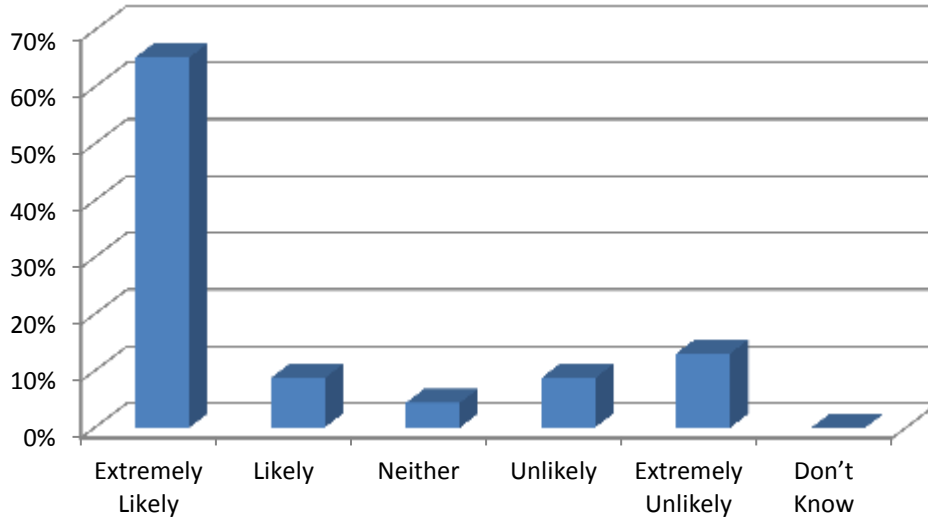


## Friends and Family Test Responses

May 2016 – July 2016

**How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?**



### You Said...

Great service, GP's want to support and help you!

*Over 20yrs plus, very good service keeping me alive, with very good treatment, Etc.*

It is so difficult to get an appointment these days

Always treat like an individual, always pleasant if you ask anything of the receptionists. I would recommend this surgery to anyone.

Staff are friendly and Caring

All receptionists and doctors at this practice are friendly, professional, and kind. Well done to you all, you're a credit to the NHS.

*Poor service at Reception - Privacy not being respected when there are other patients in Reception.*

Nurse - Sarah - Absolutely lovely Nurse I'm very needle phobic and she has the best injection method, very supportive and reassuring. Lovely Lady!!

Fabulous staff, very helpful, always get to see a Dr when needed, advice/ring-back service invaluable

3 Weeks to get an appointment, appointment time 11.10 time seen doctor 11.35 am

The Chapeltown surgery is the best I have been to. Staff kind and friendly and very helpful.

Very helpful got straight to the point and told me more about how to get better in 1 hour than 4 years in my old surgery.

## We Did...

It is good to read the many positive comments from patients. We have had positive feedback from patients who have been with us for many years, patients who have recently moved to us whom we have helped, and patients who have singled out one of our nurses for praise. 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 74% of patients surveyed would be likely or extremely likely to recommend our practice to friends or family, although this is down 15% from our previous survey. Although we are seeing a large increase in demand, 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.

Unfortunately, 22% were unlikely or extremely unlikely to recommend us. A couple of patients said it was difficult to get an appointment. We have recently seen a huge increase in demand for GP appointments which has put pressure on the GPs. To try and effectively manage the demand we run a call back service every morning except Thursday. The GP running this often spends from 8.30am until 1pm doing telephone consultations with 50-70 patients. If we had the GP seeing patients in a normal face to face clinic they would normally only see around 18 patients. We are planning to look into different models of providing care and would like patients to be involved, so please sign up to our Patient Participation Group (ask at reception for details)

One patient mentioned lack of privacy at the reception desk. To try and help with this we have put a poster up informing patients that they can ask to speak to a receptionist in private.

A couple of patients mentioned waiting 15-25 minutes for their appointment. Our appointments are 10 minutes long and our staff aim to discuss, diagnose and treat your problem in these 10 minutes. Unfortunately some problems take longer to discuss and some patients attend with multiple conditions so we do from time to time run late. If a clinician is running late we aim to inform the patients waiting.

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