

Friends and Family Test (FFT)– Feedback June 2018

Results

Total responses = 36

Response	Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't know
Total	15	14	2	3	2	0

Follow up questions: why you chose this answer

Positives: Staff are good
Looked after, very happy
Able to book appointment without trouble, then open surgery option.
Friendly staff on reception

Negatives: Prescription line should be open longer
Hard to get an appointment
Lack of male doctors

Actions

81% of respondents said they were extremely likely or likely to recommend us to friends and family.

We had a practice meeting where we discussed the Prescription Line – this will now be changed to be open from 6pm overnight until 11am the next day Sunday evening to Friday morning.

We have recently, with help from our PPG, completed a survey which included Open Surgery. The GPs have also been discussing access to appointments and we are considering how best to improve access to patients.