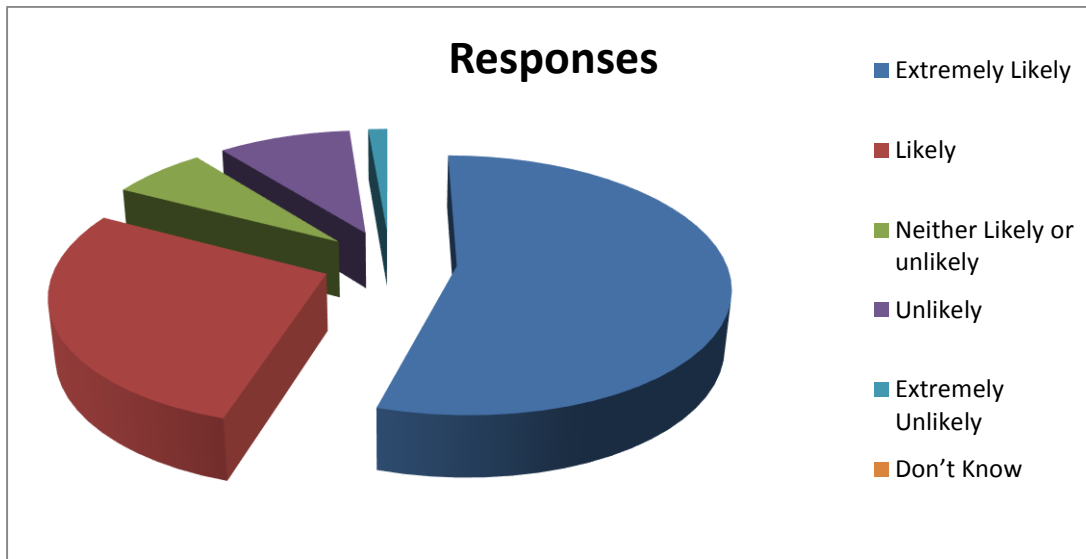


Friends and Family Survey Marlborough Surgery

In our recent survey from December 2014 to date patients were asked: ***'How likely are you to recommend this surgery to Friends and Family?'***

EXTREMELY LIKELY	LIKELY	NEITHER LIKELY OR UNLIKELY	UNLIKELY	EXTREMELY UNLIKELY	DON'T KNOW
41	21	5	7	1	0



Some of the comments we have received are below with our responses to them:

"Brilliant practice well worth recommending to family and friends"

"Always helpful, I need daily appointments and they always fit me in"

"Practice Nurses very friendly and helpful. Overall surgery very good."

"Needed medication quickly after a visit to A&E and the surgery were excellent at sorting this out for me."

Our response: Thank you for the positive feedback.

"The telephone system is most unsatisfactory - Every time you phone you have to endure a long message that, by now, we all know then often we are cut off or nobody answers. Also, the receptionists (not all of them) need some training in public relations, they are the front line and it is important that they are at least civil and pleasant."

Our response: We are sorry patients have continued issues with the phone system. We have recently had maintenance work on this to try and resolve the issues; it has helped but has not remedied this 100%. We are in the process of changing phone provider and hopefully this will rectify the issues.

"Very difficult to contact the surgery via telephone as phone rings constantly.... Receptionists are not very friendly or approachable and some are very snappy when speaking to patients both on the telephone and face to face. As a medical receptionist myself I think this is due to too many patients on the practice list for the ratio of admin staff. Doctors, Nurse and HCA have all provided me with a good service, but the front desk approach lets this practice down."

Our response: Our reception team always aim to provide the best service possible and we are conscious that this does not always reflect in the way some patient's feel they have been treat; we are organising awareness training so that all front line staff can understand how different responses come across to our service users.