

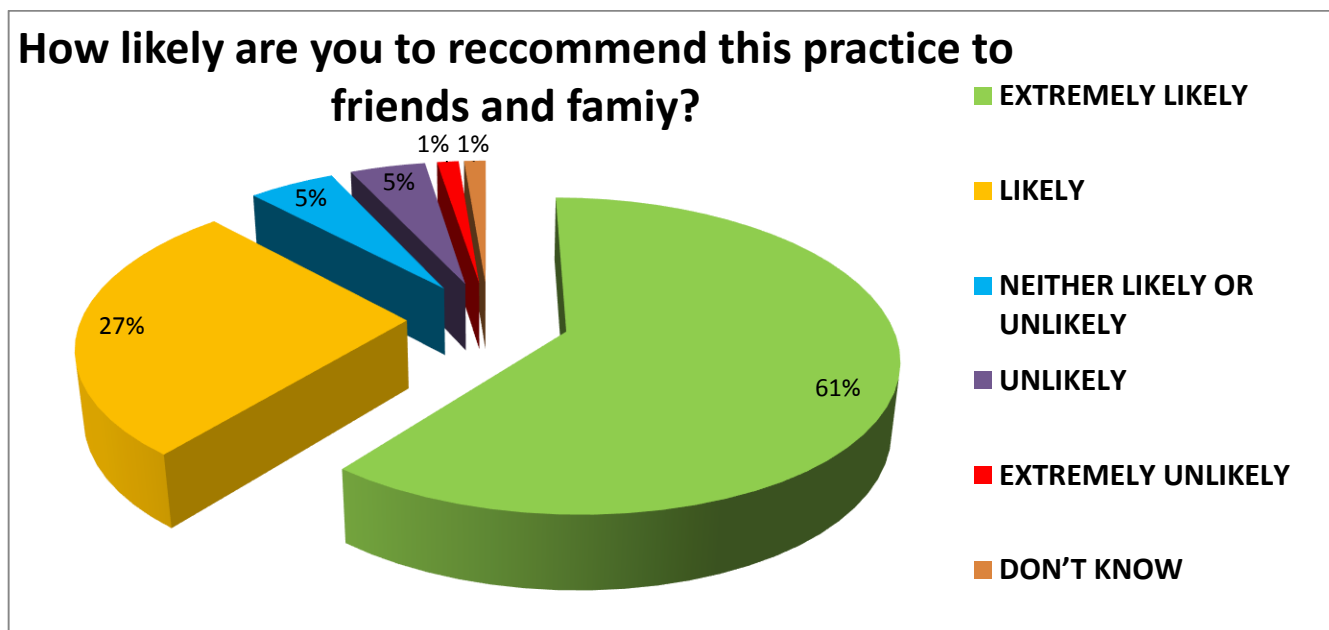
Friends and Family Survey 2015



All patients are offered the opportunity to give feedback to the practice on the services we provide in the form of the National Friends and Family survey. Service users are asked a simple question of how likely they would be to recommend our service to their friends and family. They are then given the opportunity to provide feedback to the surgery based on their response.

Here at Marlborough we analyse the feedback on a monthly basis and where possible we will act on the comments given and put in place solutions to any issues that we can.

Results



In 2015 we received 158 feedback forms from patients.

88% said they would be 'Extremely likely or Likely' to recommend our surgery to Friends and Family.

6% said they were 'Unlikely or extremely unlikely' to recommend us.

Feedback and Actions:

We received some very kind, reflective comments from patients including:

You Said: *'Happy here for 35 years'*

'Very good caring service from all staff'

'The staff across the board are helpful and professional and would recommend them to anyone. Thanks for looking after me'

'I am more likely to get good service than bad'

Our response: *Thank you for such positive feedback. All of our staff appreciates this and it gives a real boost to know the hard work and time put in by our staff is noticed and valued.*

Areas you highlighted of concern or needing attention:

You Said: *'Getting through on the telephone is very difficult or the phones are not answered or it takes forever to be answered.'*

Our response: *The telephone system has been a big issue for the surgery since it moved into the Primary Care Centre. Unfortunately when the system was installed it was not fit for purpose. There have been a number of changes made in the aim of improving it; we have also tried to keep patients informed with issues by posting this on our website or amending our Welcome message, so that you are aware of what is happening.*

We are very pleased to say that we are now in the process of changing suppliers for the phone lines and the Telephony system. We hope to be able to have a new system installed and working appropriately within the next 2 to 3 months.

You said: *You sometimes feel pressurised or that some receptionists are rude or unhelpful.*

Our response: *We were very disappointed that some patient experiences have not been a positive one. We appreciate that patient expectations differ but would always hope that you are welcomed by helpful and friendly staff.*

We have done some training with reception so that they are aware and appreciate how they come across to patients and how their actions and mannerisms can be perceived in different ways. This is an area we continuously monitor.

Receptionists are required to ask the nature of appointments so that they can book this with the clinician best suited for that problem or so the GP can prepare prior to your appointment.

For example we have GP's who specialise in Skin disorders or Pain injections, ensuring you are booked in with the right clinician at the first appointment can often save you from being referred back to see someone else, thus saving both patients and the surgery wasted appointments. If you prefer not to discuss your reason for the appointment, please just let the receptionist know, they will understand.

You said: *'I can never see the same GP twice'*

'The turnover of GP's is very high so it is difficult to see the same GP each time'

'Most GP's work part time so it is difficult so see the same one'

Our response: *We have 3 full time GP's and 4 who work part time. Unfortunately we have had a number of different Locum GP's covering whilst one GP has been absent for 12 months and we appreciate this is not always ideal. You may have to wait a longer time to see a preferred GP if they only work part time but you will always be offered an appointment with another GP if your needs are urgent. All GP's have access to the same patient records and information so will be able to help you.*

Dr George has been with the practice for 38 years, Dr Baker for 9 years, Dr's Walsh and Mansingh 5 years and Dr's Ahmed and Mousavi are now in their 3rd year with the surgery. Dr Barkataki retired in March after over 30 years with the surgery and in August we welcomed Dr Singh to the surgery who has replaced him. We are proud to be able to attract and retain GP's at Marlborough Surgery.

Thank you to everyone who took the time to complete and return forms to us throughout 2015.

The 'Friends and Family' comments cards and box is located on the main reception desk, PLEASE help us to monitor and provide continuous improvement to the service we provide you by completing a form and letting us know how we are performing.

Thank You