FRIENDS AND FAMILY TEST - AUGUST 2015

All England GP Practices were contracted to implement the ‘Friends and Family Test’ (FFT) from 1st December 2014 with results to be published monthly. A total of 42 comment cards were received during August; results are shown below:

“How likely are you to recommend our GP Practice to Friends and Family if they needed similar care or treatment?”

Extremely Likely 57%   Likely 36%
Neither likely or Unlikely 2%   Unlikely 5%
Extremely Unlikely 0%

WRITTEN COMMENTS:

EXTREMELY LIKELY:

• Given excellent care
• Always very satisfied
• I’ve been coming here 45 years the Doctors’ have always been good and appointments are usually easy to get
• Very happy with service provided
• Friendly staff and Doctors
• Doctors and staff extremely professional. Always helpful and empathetic
• Nice staff. Surgery is very pleasant. I like the 8 o’clock appointment system
• Good access to service eg. Blood tests at surgery. Good preventable monitoring of conditions eg. Type 2 Diabetes / Blood Pressure
• Was very pleased with the help and attendance I received
• Been with the practice for over 30 years always had good service
• We’ve never had any problem with this Practice
• The family have always received excellent care
• Very friendly
• Very good care
• I have never had a problem with this surgery in 68 years
• Ability to book online appointments
• Good friendly service
• The GPs are friendly and efficient, even though they are under a lot of pressure, especially with the growing number of patients
• I have been with this practice since I was younger and never had a problem. The doctors are very helpful and friendly
• Diagnosed prostate cancer quickly
• Excellent atmosphere and helpful staff. Ease of parking. I like the surgery.

LIKENLY:

• Because you always get good service
• Trying to get appointments is confusing at times
• On the whole a good Doctors
• Sometimes very hard making appointment same day – ring at 8. Can never get through until about 8.20 – have to keep ringing
• Need another ‘serving hatch’ at reception. Please oil squeaky door hinges
• Always helpful only thing difficulty getting an appointment over phone, always seem to be all taken. If you come up to the surgery for 8 o’clock usually able to get an appointment
• Previously a particular receptionist was very rude and had a very poor attitude. Having not spoken to this person for some time the practice is more approachable. One would hope she is no longer in the business/front desk.
• Only problem is getting an appointment unless you call in in morning they will be gone
• You don’t always get an appointment when you ring up; receptionist can be rude sometimes
• Doctors – staff helpful
• Very friendly

NEITHER/ LIKELY OR UNLIKELY: Not applicable

UNLIKELY:
• Having to queue for an appointment early in the morning to ensure getting one. It makes my blood boil to see the elderly standing in all weathers especially when they are ill!

EXTREMELY UNLIKELY: Not applicable

What are we going to do to resolve issues raised?

Appointments with Doctors are only available up to two weeks in advance as often circumstances arise that mean Doctors have to book annual leave or change their session timings at short notice. If advanced booking facility was extended to four weeks a large amount of work would be necessary to rearrange these appointments causing unnecessary upset to the Patient. In addition those Patients forgetting their time/date of their booked appointments increases with time and the number of those not attending their appointments would increase (this has been proven in the past). Nurse appointments are available up to 4 weeks in advance.

To book an appointment, the practice also offers an online booking solution, in addition to attending the surgery or telephoning for an appointment. If you are interested in the online access, please contact a member of our reception team who will provide you with the necessary application forms.

The attitude of staff towards Patients is monitored and we have appointed two Reception Supervisors to improve consistency amongst staff and believe the overall situation is improving. We also regularly listen to the voice recordings and in general find most situations are handled correctly and professionally.

Patients overall are very pleasant and usually thankful of the help and assistance given by our Reception team however a small number can be abusive and/or aggressive. The Reception team
would not wish to be thought of as rude or unhelpful and always strive to offer the best possible service to everyone, whilst working under pressure.

Completion of the Friends and Family card is your opportunity to raise issues and comment on the Practice. Please take the opportunity to do so as often as you wish. Cards are reviewed on a monthly basis.

Comments written on the cards are only used if you give us permission to do so.

NHS Friends and Family Test - Results for April 2015

The Friends and Family Test was instigated in December 2014 and the April 2015 results are shown below:

“How likely are you to recommend our GP Practice to Friends and Family if they needed similar care or treatment?”

Extremely Likely 75%; Likely 0%; Neither likely nor Unlikely 0% Unlikely 12.5%; Extremely Unlikely 12.5%; Don’t Know 0%

Only 8 Patients took the time to respond and we would like to thank them for doing so and encourage more of you to let us know of your experiences. Let us know what you want to improve your experience at the Surgery.

Many Comments were made and included:
“I am very happy with the service that I receive from all the admin staff/GP at this Practice. I have no complaints at all.”
“Always try to help resolve issues”
“Repeat prescription procedure seems unreliable and unable to get same day appointments from a phone call. Cannot book an appointment more than 2 weeks in advance”
“Extremely difficult to get an appointment – ringing at 0800 hours is just
absurd and backward. Takes 2 weeks to get most appointments by which time the period of illness is over. Admin staff can also be very unfriendly and unwelcoming"

What are we going to do to resolve the issues?

Patients have to take responsibility for their medication and most problems occur when the medication needs to be reviewed. Most will appreciate that a review every 6 months is essential to ensure the medication is still working and there are no side effects. The Doctors are updating medication for those on simple combinations without needing to see the Patient but this is for only a small number of Patients and you should telephone for an appointment two to three weeks after picking up your prescription and being advised that a review is needed. You do not need to telephone at 0800 hours for these appointments. Electronic prescribing has overcome some issues especially lost prescription which were quite common when all were printed on paper but we are continually reviewing the process and we would ask Patients having problems to telephone and speak to the Practice Manager so we can understand better the issues affecting Patients.

Appointments with Doctors are only available up to two weeks in advance as often circumstances arise that mean Doctors have to book annual leave at short notice. If the period was extended to four weeks a large amount of work would be necessary to rearrange these appointments causing unnecessary upset to the Patient. In addition those Patients forgetting their appointments increases with time and the number of those not attending their appointments would increase (this has been proven in the past). Nurse appointments are available up to 4 weeks in advance.

The attitude of staff towards Patients is monitored and we have appointed 2 Reception Supervisors to improve consistency amongst staff and believe the overall situation is improving. We also regularly listen to the voice recordings and in general find most situations are handled correctly and professionally. Patients in general are similarly very pleasant and usually thankful of the
help and assistance given but a small number are extremely abusive and aggressive (we have recently removed a Patient from the Practice due to the abusive and foul language used against a Receptionist). The staff do not wish to be thought of or appear as unfriendly or unwelcoming but please be aware there may be a very good reason for this “attitude” – namely the caller before you.

**NHS Friends and Family Test - Latest Results March 2015**

The Friends and Family Test was instigated in December 2014 and the March 2015 results are shown below:

“How likely are you to recommend our GP Practice to Friends and Family if they needed similar care or treatment?”

Extremely Likely 22%; Likely 42%; Neither likely nor Unlikely 18%; Unlikely 6%; Extremely Unlikely 3%; Don’t Know 9%

32 Patients took the time to respond and we would like to thank all of them for doing so and encourage more of you to let us know of your experiences. Let us know what you want to improve your experience at the Surgery.

Many Comments were made and included:

“Trust the Doctors and the care they provide. Well run Practice”

“Friendly and welcoming” “Good hard working surgery”

“It is sometimes difficult to get through on the phone for a same day appointment. Feel you should be able to become a Patient even if you do not live in the catchment area”

“I don’t like being asked personnel questions by the receptionists”

“I don’t have any family in the town”

“Difficult to get an appointment”

What are we going to do to resolve the issues?

Getting an appointment is a major concern too many who responded but
a good number also commented on the fact that they never have a problem getting an appointment. For those who do have a problem the Surgery does provide online appointments. You need to register for online services and provide proof of identification.

Not having any family in the town is not really what the Friends and Family Test is trying to achieve. We through the question are trying to find out how you the Patient views the service received and look at the issues you raise to see if the whole process may be improved. For example last month an issue with the buzzers above the doors was raised and we have now instigated a change in the way Patient flow from the main reception to the forward waiting area takes place.

If we allowed registration outside our catchment area the number of Patients we have registered would increase and this would be to the detriment of those already registered increasing the number of phone calls and demand for appointments. We do monitor the list size and have reduced this to 9,560 from nearly 12,000 in 2003. The number of Doctors remains the same as in 2003.

Receptionists only ask personal questions when all the same day appointments have been used and, as requested by the Doctors, they try to gain information to see if an emergency appointment should be used. The information is taken to the Doctor “on call” and based on the information obtained the Doctor makes decisions on whether an appointment is urgent for that day, advice is appropriate, a prescription for simple remedies can be provided. This cannot change if we are to ensure urgent cases are seen in an appropriate amount of time.

**NHS Friends and Family Test - February 2015 results**

“How likely are you to recommend our GP Practice to Friends and Family if they needed similar care or treatment?”

Extremely Likely 45.1% Likely 40.8%
Neither likely or Unlikely 7.1% Unlikely 5.6% Extremely Unlikely 1.4%
71 Patients took the time to respond and we would like to thank all of them for doing so and encourage more of you to let us know of your experiences.

Many Comments were made and included:
“We have always been treated fairly and with respect. Everyone has tried to resolve any queries we have had.”
“Friendly Staff” “Usually get in same day, never had a problem”
“Never had a problem making an appointment” - “Practice is good but difficult to get an appointment” -“Unable to get an appointment when needed”- “cannot get to see a GP of your choice unless you book 2 weeks in advance”
“Doctors always do everything they can for you”
“Receptionists very helpful and do their best” -“Good staff/service”-
“Surgery clean and pleasant”
“The one downfall is the buzzers at the top of the door, you never know if it is your appointment because it is a race to the door which is very frustrating”

What are we going to do to resolve the issues?

Getting an appointment is a major concern too many who responded but a good number also commented on the fact that they never have a problem getting an appointment. For those who do have a problem the Surgery does provide online appointments. You need to register for online services and provide proof of identification even if you have been with the surgery all your life. This is because shortly you will be able to have access to your summary care record on line.

We do ask callers if their appointment request is for a sick note or medication review. This is because quite often you do not need an appointment for a repeat sick note and medication reviews are often undertaken by the Doctors without you needing to see them. (Very stable Patients on long term medication which is not known for having side effects).

Patients failing to turn up for their appointments continue to add to the
problem of appointments not being available wasting up to FOUR Doctor Sessions a month. If you cannot attend a booked appointment please let us know, we can then give the appointment to another Patient. We also, when full give Patients the opportunity to provide additional details and these are taken to the Duty Doctor who will decide if clinically you need to be seen on the day. For those who in the opinion of the Doctor cannot wait, an appointment will be given.

Some Doctors only work Part time and indeed Dr Guest is retiring at the end of March, which does mean it is difficult to get to see these Doctors on occasion. If you continue to be unable to see the Doctor of your choice please speak to the Practice Manager or fill in another card highlighting the Doctor you are having problems getting to see.

We did not realise the red buzzers caused an issue. Having had the comment we are looking at changing the way Patients are filtered into the forward waiting area. Thank you for raising the concern.