

We're listening to your feedback

You've been giving us feedback on your care and treatment. You told us:

95.85% of patients that filled out feedback cards over 7 months of 2015 told us that they would be extremely likely to recommend us to friends and family.

0.14% of patients said that they were unlikely.

Particular feedback that we received was:

Very accessible, friendly and understanding, staff are thorough and efficient

Short waiting times for appointments, fast check-in and very good doctors & care

I'm listened to, treated with kindness and respect, everyone is helpful, approachable

I cannot get an appointment quickly enough with my GP

Receptionists can be abrupt when busy

It is difficult to get through in the morning on the phone

We're listening and this is what we're doing:

We really value your feedback and this is what we are doing to answer the points you have raised:

We are using locum doctors at busy times and when doctors are on annual leave to ensure that there are always enough appointments available.

We are continuously providing support and training to our reception team to enable them to give you a great standard of service, we have recruited two new reception team members to help at busy times.

We have introduced a 'place in queue' system if you ring in at a busy time, this will help patients decide if they want to wait or call back. We are in the process of upgrading our phone system to enable the reception team to be more efficient.

Having your say helps to improve care for everyone so please keep putting us to the test by giving us your feedback each time you use our services.

The NHS Friends and Family Test

www.nhs.uk/friendsandfamily