

A few things to bear in mind

I have cut the data, which may introduce a touch of unintentional bias! Although you can access the national results online (NHS choices).

People in general are possibly more likely to complain about something that compliment it.

These figures don't take into account the amount of cake and chocolate we get (we generally take this as a good sign – none appear to have contained poison as yet 😊)

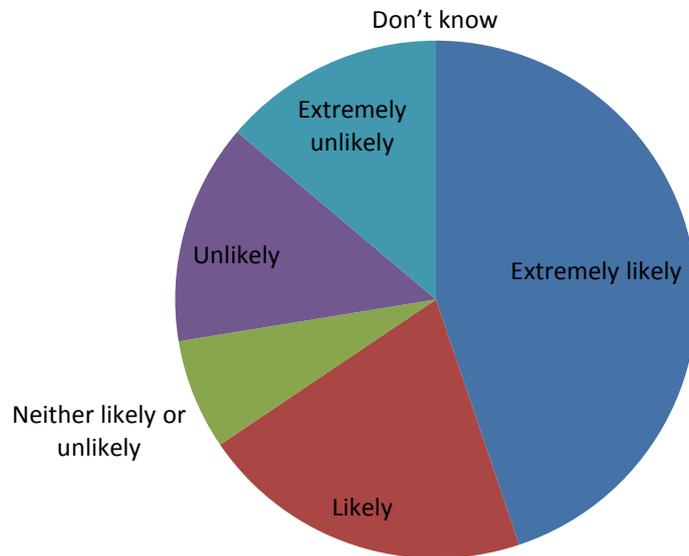
We always need to listen to it though and seek to improve. It is too easy to say 'they're wrong' when we can't change something – it can indicate that we should make more effort to communicate *why* something is the way it is.

It's not always easy for us to respond – often, negative comments are anonymous. E.g. if we are running late it could be because there is an emergency/collapsed patient.

Of course we make mistakes, but we really do try to make amends/look at whether it could be better. We don't take it lightly when someone is upset or unhappy with our service, as we really do try our best for patients.

Rachel Taft
Practice Manager
September 2015

Friends and Family test results (data Dec14-Aug15, 29 responses)



Total of 66% would be extremely likely or likely to recommend us to family and friends

Some comments from the unlikely end of the spectrum:

Waited 1 hour and 25 mins to be seen. Appointment 12:10, seen 13:35.

It's disgusting that we need to inform a receptionist what is wrong with us in order to see a doctor and that they can view our private medical records! What happened to "patient confidentiality".

Because being sick every day.

Booking an appointment for 7 a.m. when the GP didn't arrive till 7.10 a.m!

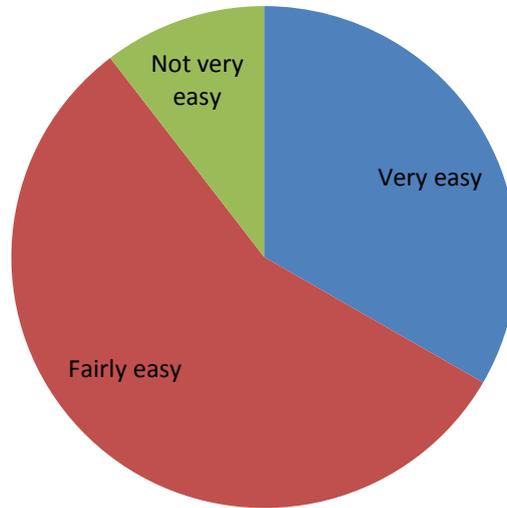
Not friendly or helpful staff, problems to get an appointment.

Unfriendly reception. Very long wait.

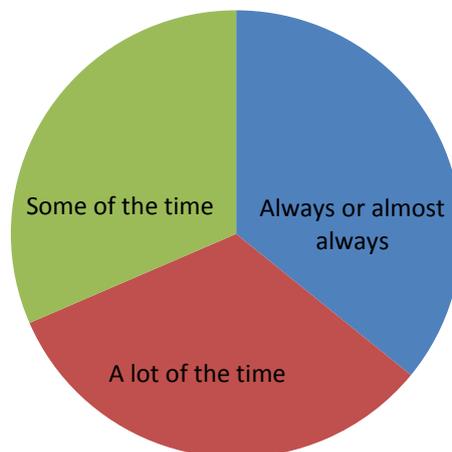
Waiting times are ridiculous - shall be swapping doctor's surgery asap.

National Survey undertaken by NHEngland (118 responses)

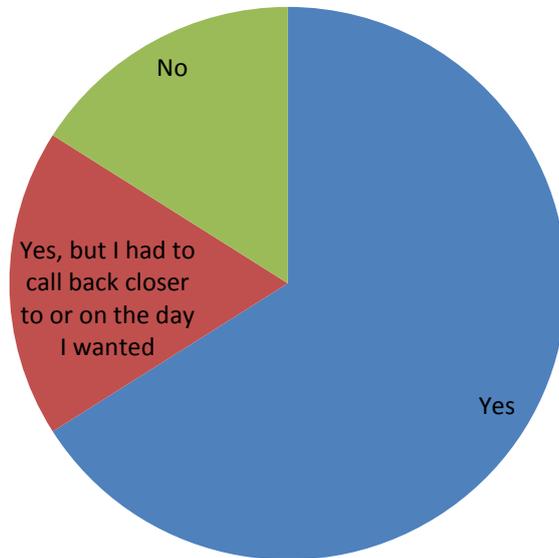
Ease of getting through on the phone



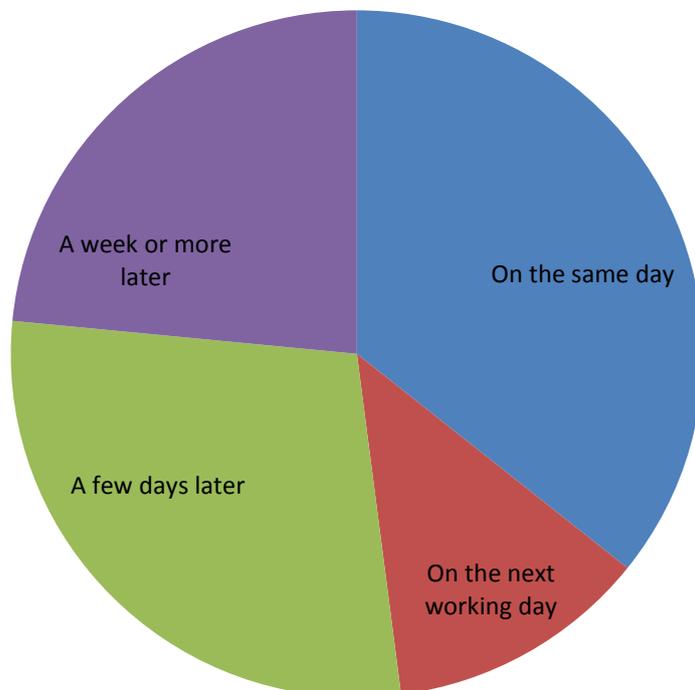
Of those who have a preferred GP, how often do you see them?



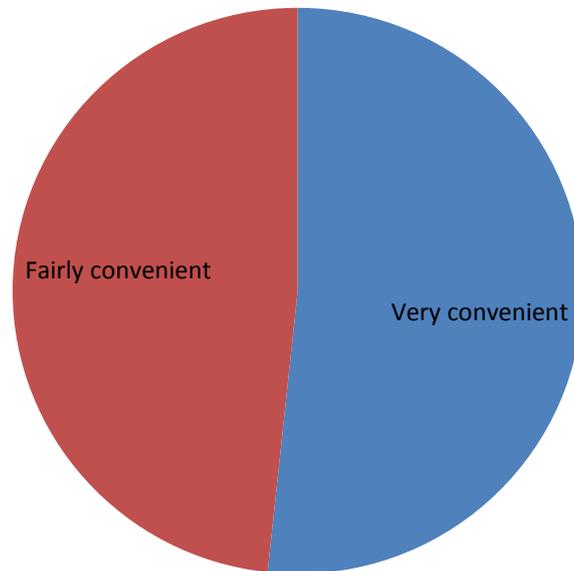
Able to get an appointment?



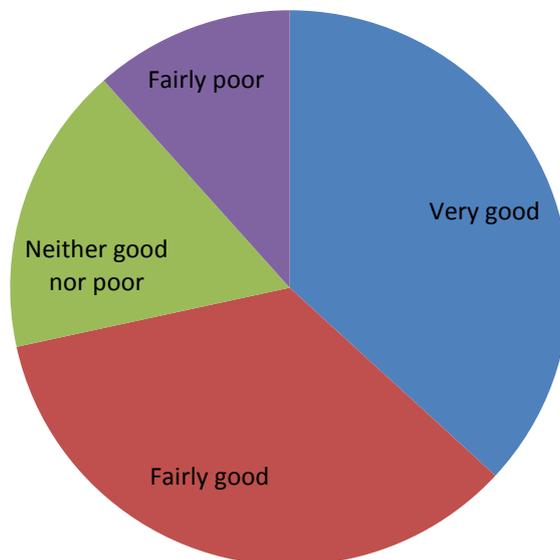
How long did you have to wait for an appointment?



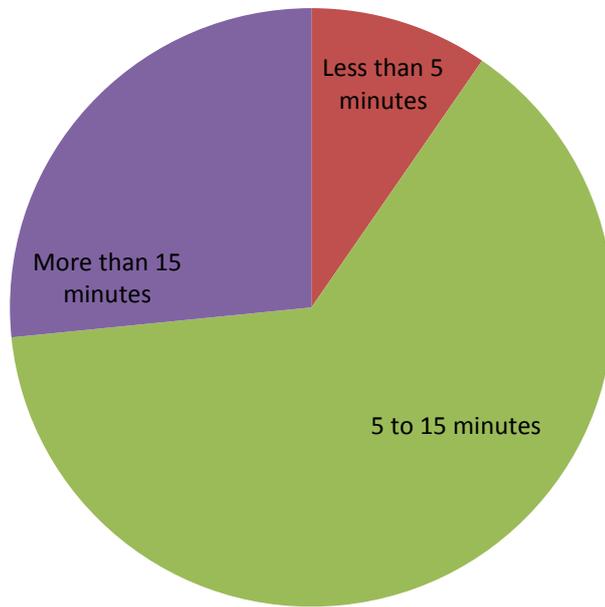
Convenience of appointment



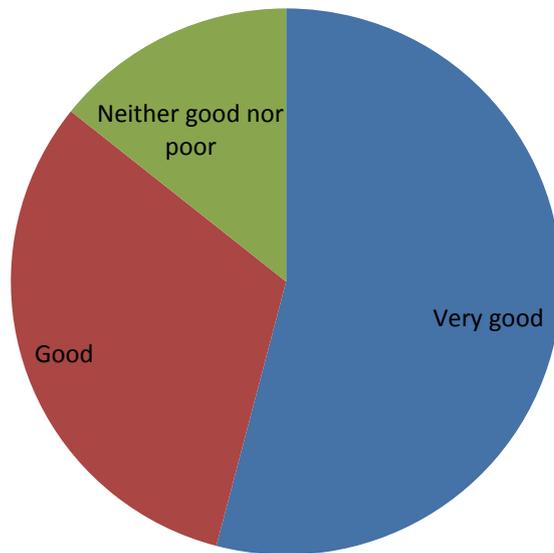
Overall experience of making an appointment



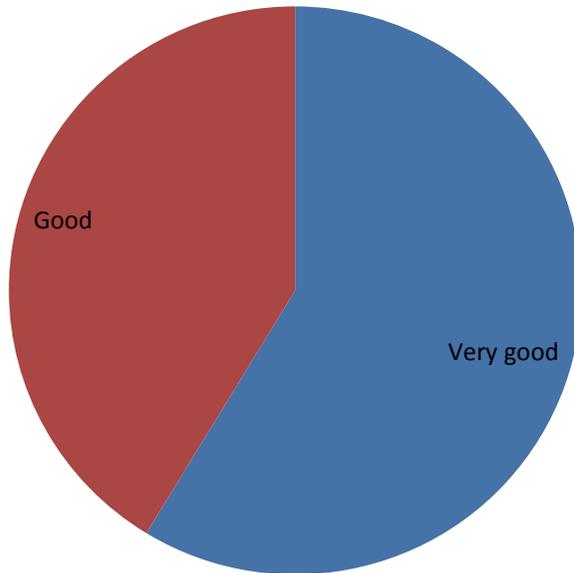
Waiting time at the surgery



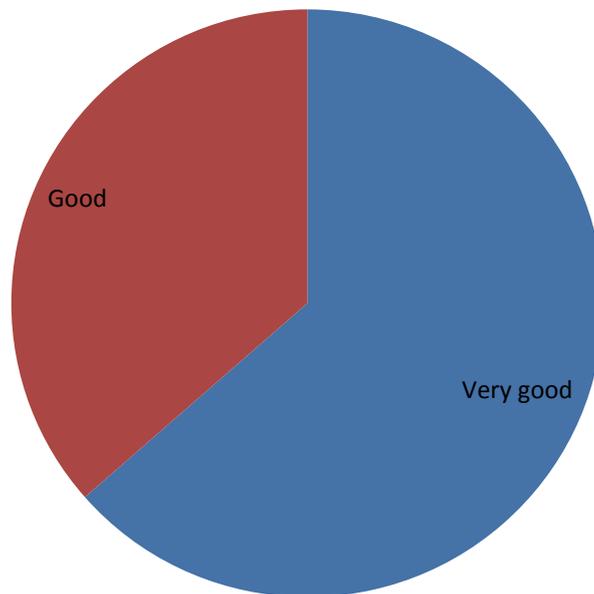
Rating of GP giving enough time



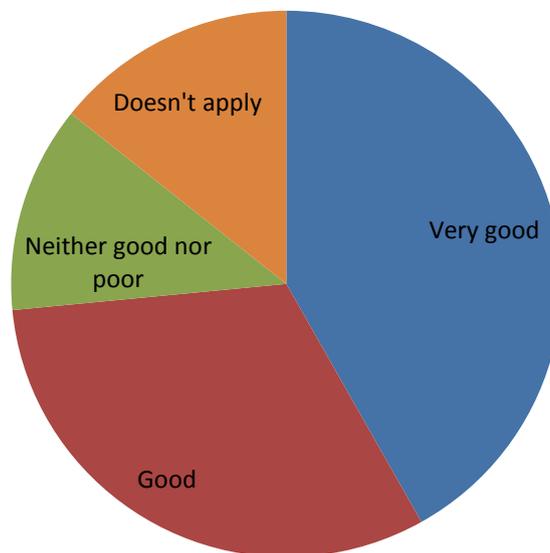
Rating of GP listening to you



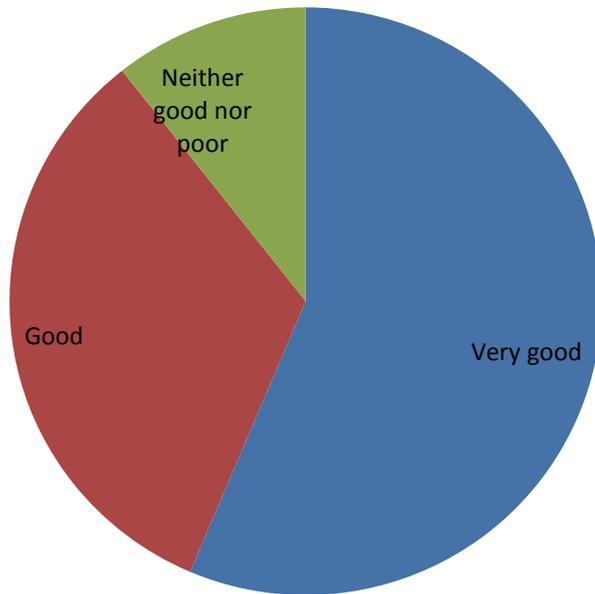
Rating of GP explaining tests and treatment



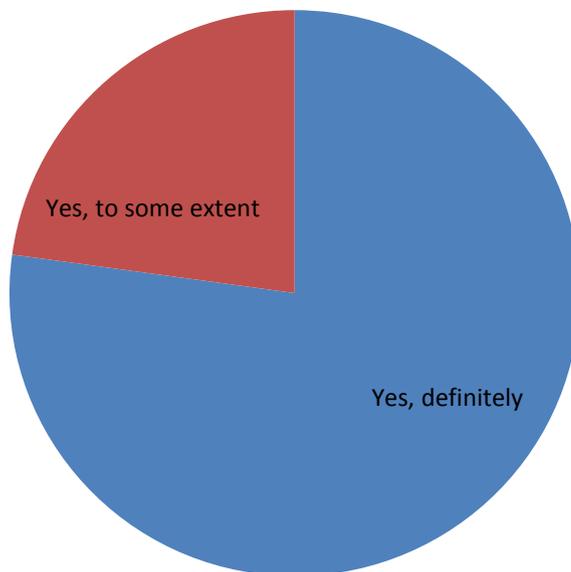
Rating of GP involving you in decisions



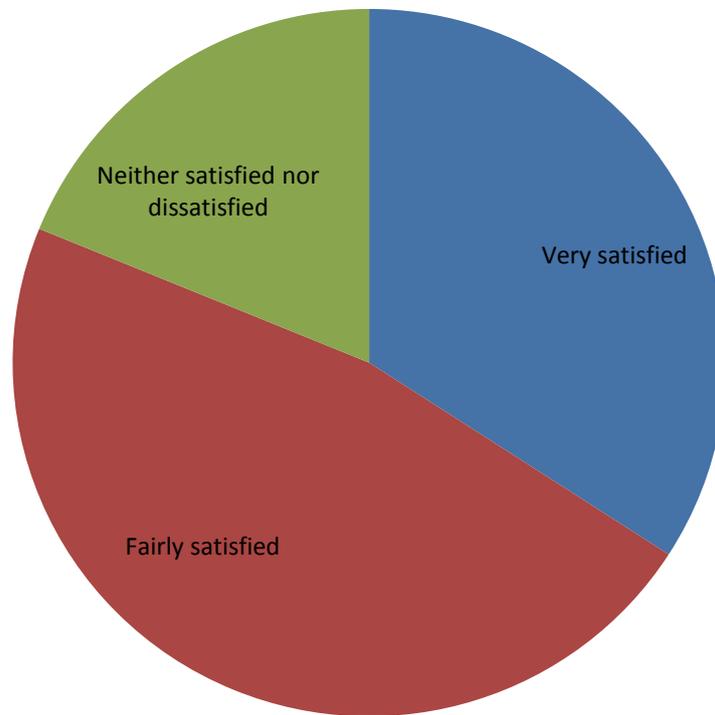
Rating of GP involving you in decisions



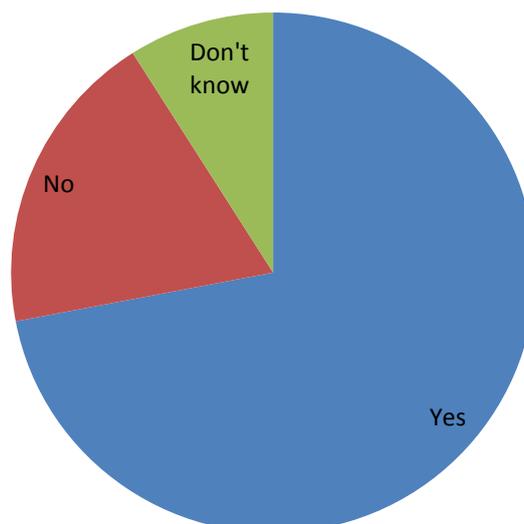
Confidence and trust in GP



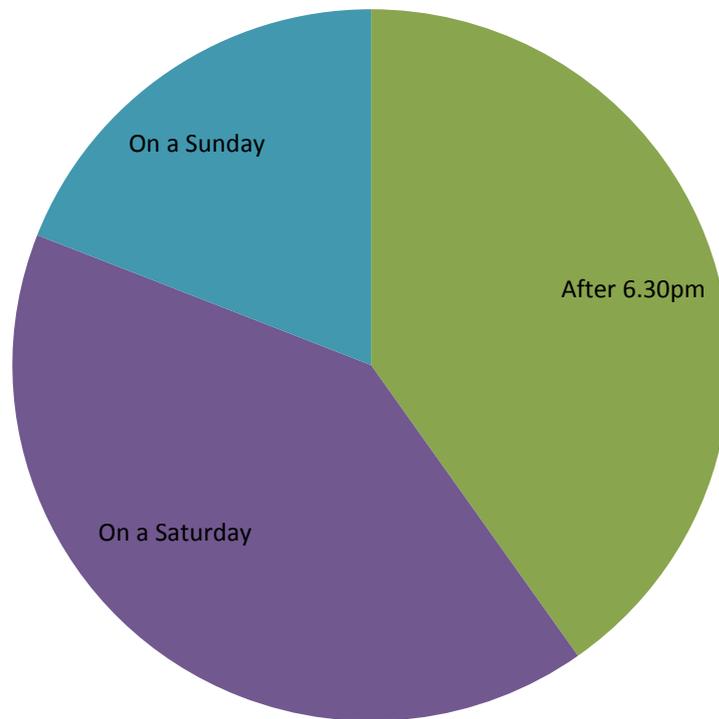
Satisfaction with opening hours



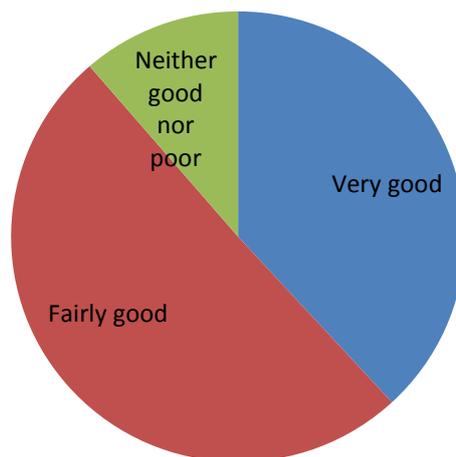
Is the surgery open at convenient times for you?



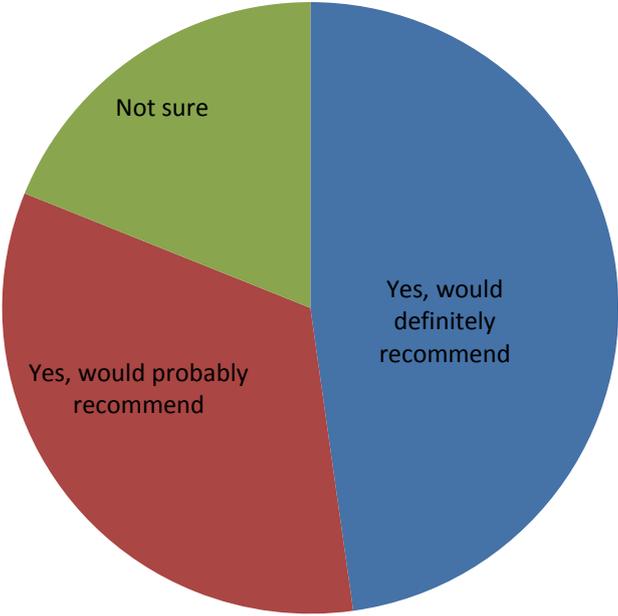
Additional times that would make it easier?



Overall experience



Would you recommend?



This represents 73% who would definitely or probably recommend (more than FFT, and this is a larger sample than FFT)