HILL BARTON SURGERY

**FRIENDS AND FAMILY FEEDBACK TEST**

**RESULTS FOR THE MONTHS OF DEC & JAN**

How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?

|  |  |  |
| --- | --- | --- |
| Extremely likely |  | 9 C:\Users\L.Hudson\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\D8R5H2CW\MC900433817[1].png |
| Likely |  | 1 C:\Users\L.Hudson\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\0X3RMC2N\MC900423159[1].wmf |
| Neither likely nor unlikely |  | 0 [https://encrypted-tbn0.gstatic.com/images?q=tbn:ANd9GcRw7UTEb3gxpGnPyBdlf9uWcqaiCZ_zIOte5mHkBicDJGNuMeTS9CrDZao](http://www.google.co.uk/url?url=http://www.sodahead.com/fun/post-a-smiley-showing-how-you-feel-now/question-2357571/&rct=j&frm=1&q=&esrc=s&sa=U&ei=D8f1U66DKauw7Aae5oCoDA&ved=0CCAQ9QEwBQ&sig2=f6kjHW6nvCmZ09RpiH_WRA&usg=AFQjCNGdegtA6YzObzp1qSbQ1fx2JfPD5g) |
| Extremely unlikely |  | 1 C:\Users\L.Hudson\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\D8R5H2CW\MC900423165[1].wmf |
| Don’t know |  | 0 [https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9GcRWQIUd6EJW_ZvgCh5dZfrQKT9kOlIRqsG-xRShzZcY2FFIkzdGD7ifoCdXNA](http://www.google.co.uk/url?url=http://www.eatthedamncake.com/2013/07/01/the-weird-pressure-to-feel-good-in-order-to-look-good/&rct=j&frm=1&q=&esrc=s&sa=U&ei=D8f1U66DKauw7Aae5oCoDA&ved=0CB4Q9QEwBA&sig2=jcF8AT3kiMSF2hx1BxixeA&usg=AFQjCNHUWHC1Lmajfh1MuPe-8sve2kTsdA) |

The practice is keen to get your feedback and suggestions. Feedback enables us to improve where it matters. Please complete the Feedback form that is available.

SOME OF THE COMMENTS RECEIVED ARE LISTED BELOW

* Always treated extremely well
* Proactive , helpful staff team & Doctors
* Prompt telephone answering
* Please do not replace your staff at reception (as they are helpful and it is great to speak to someone in person)
* Diligent in his concern and doesn’t make biased judgement
* Best care from the Nurses
* Very good that you can usually get an appointment same day – as well as being able to pre-book non urgent appointment.
* Waiting Area a bit scruffy but it’s the quality of care that is the important factor.
* When making an appointment please don’t make patients wait over 40 minutes to see the Doctor.

THIS IS WHAT WE HAVE CHANGED AS A RESULT

* We have had a trial of breaking up the surgery sessions into more blocks to give the Doctor catch up times to help with waiting times for the patients
* Online repeat prescribing & online appointment booking has now gone live (ask at reception)