

## Friends & Family

From time to time you may be asked to complete an NHS Friends and Family Test. This is so we can gain feedback about your experience of our service.

The question now asked is: **“Thinking about your recent visit, overall, how was y our experience of our service?”**

Available answers are now: **very good, good, neither good nor poor, very poor, don’t know.**

**Please see below responses and comments received.**

Quarter	Responses	Patient Comments	Practice Comments
<p><b>November 2022</b></p>		<ul style="list-style-type: none"> <li>• Telephone service awful</li> <li>• Unable to get through on phone</li> </ul>	<p>Although we have not yet had official data for this quarter, I have received x2 emails raising concerns regarding the phone system.</p> <p>We thank you for your feedback and apologise for any problems you have experienced. These concerns have been fed back to our telephone system supplier as we have had several issues this year.</p>
<p><b>July-September 22</b></p> <p>September</p>	<ul style="list-style-type: none"> <li>• 80% Very good</li> <li>• 20% Neither good nor poor.</li> </ul>	<ul style="list-style-type: none"> <li>• The whole team are excellent, using online is great, get quick response</li> <li>• Friendly and informative staff</li> <li>• Calm environment</li> <li>• Appt was 11:40 not seen until 12:30</li> </ul>	<p>Thank you for the positive feedback which is vey much appreciated.</p> <p>Apologies for your negative experience. Delays are often due to factors outside of our control,</p>

August 2022	<ul style="list-style-type: none"> <li>• 100% Very Good</li> </ul>	<ul style="list-style-type: none"> <li>• Lovely doctors</li> <li>• Great</li> </ul>	ie patient before you needing hospital admission etc.
<b>April-June 22</b> June 2022	<ul style="list-style-type: none"> <li>• 100% Likely</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent Service by lovely medical professional</li> <li>• Really helpful appointment</li> <li>• Doctor was very good</li> <li>• Appointment super quick, nurse really friendly.</li> </ul>	Thank you for your lovely positive comments. The team appreciate you taking the time to feedback.
May 2022	75% Likely	<ul style="list-style-type: none"> <li>• Very good service</li> <li>• Staff efficient and friendly</li> <li>• Receptionist very pleasant, nurse made me feel at ease</li> <li>• In my opinion 10 out of 10 for everyone</li> </ul>	Small response this month, thank you to those who completed the test.
	25% Neither likely or unlikely	<ul style="list-style-type: none"> <li>• Waited to long</li> </ul>	We are sorry you had a long wait it is unclear if this was a wait to get an appointment or wait in practice.
April 2022	<ul style="list-style-type: none"> <li>• 94% Extremely Likely</li> </ul>	<ul style="list-style-type: none"> <li>• Good Service</li> <li>• Very good appointment with friendly staff on time.</li> <li>• Happy with service</li> <li>• Polite, kind, professional</li> <li>• Felt welcomed</li> </ul>	Some lovely positive comments again, thank you.
	<ul style="list-style-type: none"> <li>• 6% Neither likely or unlikely</li> </ul>	<ul style="list-style-type: none"> <li>• Took ages to get through on phone</li> </ul>	We have been experiencing some problems with our telephone system and have been working with our system provider to 'fix' these issues, hopefully you will start to see

<p>October – December 21 <i>During Covid-19 Pandemic</i></p>	<ul style="list-style-type: none"> <li>• 88 % Extremely Likely</li>   <li>• 7% Unlikely</li>   <li>• 5% Neither likely or unlikely</li> </ul>	<ul style="list-style-type: none"> <li>• Straight in and out no waiting</li> <li>• Good advice and help</li> <li>• I was very nervous about going to surgery but very slick, intercom means people had to wait outside when waiting room was too full.</li> <li>• Swift attention, all staff welcoming and professional</li> <li>• Good service, stress free experience.</li>   <li>• Had to wait outside in rain for 6 mins</li> <li>• Waited 30 mins on phone to get through</li> <li>• Appointment cancelled</li> </ul>	<p>improvement.</p> <p>Thank you for your feedback, we continue to do what we can to make staff and patients feel safe. Covid is still providing some challenges for us all but it is good to know that we are getting it right 'most of the time'</p> <p>We introduced the intercom system at the start of the Pandemic to enable us to communicate with patients whilst managing the numbers in the waiting room. Unfortunately our waiting room is quite small therefore we have to carefully monitor the number of people in at any one time.</p> <p>We are aware of issues with our phone system which has been reported to our system supplier, they are working to resolve the problem as soon as possible. We apologies for the inconvenience as a result of this.</p> <p>Appointments may be cancelled at short notice if the GP or nurse has to isolate at short notice due to positive covid test or close contact to a positive case. This is extremely frustrating for us all.</p>
<p>July-Sept 21 <i>During Covid-19 Pandemic</i></p>	<ul style="list-style-type: none"> <li>• 90% Extremely Likely</li> <li>• 4% Likely</li> </ul>	<ul style="list-style-type: none"> <li>• The waiting room wasn't over crowded and adhered to covid policy. The nurse I saw was professional, informative and took care of everything I needed. A job well</li> </ul>	<p>Thank you for the positive feedback. We continue to work hard to try and make sure staff and patients feel safe in the practice.</p>

	<ul style="list-style-type: none"> <li>• 6% Unlikely</li> </ul>	<p>done.</p> <ul style="list-style-type: none"> <li>• Quick, friendly and professional.</li> <li>• Queries answered speedily and expertly</li> <li>• Felt doctor listened to my symptoms and gave me options and outlined what they were in detail</li> <li>• Blood test cancelled due to bottle shortages, ridiculous</li> <li>• Doing eConsults is a total waste of my time. Still don't get appointment</li> </ul>	<ul style="list-style-type: none"> <li>• Unfortunately the blood bottle shortage was a National issue which affected all GP Practices and was out of our control. As soon as the issue is resolved extra clinics will be put on to catch up.</li> <li>• eConsult is not for everyone, a lot of people like it but some find it frustrating, we do feedback any specific comments to eConsult so that they can continue to improve the system for the patients.</li> </ul>
<p>April-June 21 <i>During Covid-19 Pandemic</i></p>	<ul style="list-style-type: none"> <li>• 90% Extremely Likely</li> <li>• 7% Unlikely</li> </ul>	<ul style="list-style-type: none"> <li>• Intercom answered quickly, surgery felt very secure</li> <li>• For what I needed I found it very well organised and I was properly dealt with</li> <li>• Moreton Medical are the best, been with them since birth, great team.</li> <li>• Caring attitude and clear instructions</li> <li>• You can never get through on the phone</li> <li>• eConsult a nightmare questions you have to fill in aren't relevant to your ailment</li> </ul>	<p>Thank you for taking the time to respond to the questionnaire, we look at all comments to see if there are any obvious issues which we need to work on.</p> <p>Unfortunately 7% of patients said they would be unlikely to recommend us, however only 2 patients gave any comments.</p> <ul style="list-style-type: none"> <li>• Phone lines are extremely busy particularly early in the morning. If you call is non urgent you may find it easier to get through in the afternoon.</li> <li>• Again we appreciate eConult can be frustrating, they are constantly working</li> </ul>

			to improve the system to make it easier for patients to use, but changes can be slow.
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July-Sept 2020 <i>During Covid-19 Pandemic</i>	<ul style="list-style-type: none"> <li>• 95% Extremely Likely</li> <li>• 2% Likely</li> <li>• 3% Unlikely</li> </ul>	<ul style="list-style-type: none"> <li>• Went for flu jab today, wow how well organised and staffed</li> <li>• Well run practice</li> <li>• Saturday Flu clinic very well organised, professional and personable</li> <li>• Good hygiene, hand sanitisers, fewer chairs, empty waiting room</li> <li>• Staff great, good experience</li> <li>• Process at reception easy</li> <li>• Unsure about visit today as first time been to another building since isolation, felt very safe.</li> <li>• Everyone friendly and polite</li> <li>• Very quick response to eConsult-Amazing.</li> <li>• eConsult frustrating</li> </ul>	<p>Thank you for your feedback, we have worked hard to try and ensure our staff and patients feel safe and secure.</p> <p>Flu clinics were a challenge this year and took some time thought to plan properly. With the help of our patients we are delighted to say that everything has gone to plan so far.</p> <ul style="list-style-type: none"> <li>• We understand that eConsult may seem frustrating at the time of submission, however the more you use it the easier it becomes to navigate your way around it. eConsult gives your GP a good understanding of your needs which helps us ensure you get the right response quickly.</li> </ul>
April- June 2020 <i>During Covid-19 Pandemic</i>	<ul style="list-style-type: none"> <li>• 86% Extremely Likely</li> <li>• 8% Likely</li> <li>• 6% Unlikely</li> </ul>	<ul style="list-style-type: none"> <li>• Very well organised under current situation, was listened to and given good advice</li> <li>• Always feel safe</li> </ul>	Thank you for your lovely feedback. Challenging times for us all and knowing our team are making patients feel safe makes us very proud.

		<ul style="list-style-type: none"> <li>• Have been with the practice over 30 years always found staff helpful</li> <li>• Very well organised , friendly professional approach.</li> <li>• Love the nurses</li> <li>• Quick appointment full PPE, very reassuring</li> </ul>	6% of patients surveyed said they were unlikely to recommend the practice, unfortunately we did not receive any comments to help us understand why. In order to improve our services we need to understand what we are getting wrong, please feedback.
July – Dec 19	<ul style="list-style-type: none"> <li>• 89% Extremely Likely</li> <li>• 11% Neither Likely or unlikely.</li> </ul>	<ul style="list-style-type: none"> <li>• Everybody always pleasant and helpful</li> <li>• Great doctors and nurses.</li> <li>• Nice clean environment, always friendly.</li> <li>• Love the doctors and staff but hard to get an appointment which is why I am not sure if I would recommend.</li> <li>• Waited half an hour to see doctor when arrived for appointment</li> </ul>	<p>Once again thank you for taking the time to respond the questionnaire. All feedback is valuable and mainly positive which is great for the team.</p> <ul style="list-style-type: none"> <li>• We are sorry that some of you had trouble getting an appointment or had to wait when you arrived. We are constantly reviewing our appointment system to try and ensure that patients are seen as quickly as possible, unfortunately sometimes due to unplanned absence things can become more difficult.</li> </ul>
Apr – June 2019	<ul style="list-style-type: none"> <li>• 77% Extremely Likely</li> <li>• 21% Likely</li> <li>• 2% Neither Likely or Unlikely</li> </ul>	<ul style="list-style-type: none"> <li>• All staff are happy and totally professional whilst offering a very good service.</li> <li>• 10 out of 10 excellent</li> <li>• Great doctors &amp; amazing receptionists</li> <li>• I had 2 ailments but could only discuss one and had to make another appointment.</li> </ul>	<p>Thank you for your lovely feedback and comments. It is good to know that most people are satisfied with the service we provide.</p> <ul style="list-style-type: none"> <li>• We understand that it can be frustrating when you have multiple problems to discuss and only 10 minutes to do so which is why we offer longer appointments by request. Please ask a member of the reception team who will be happy to arrange this for you.</li> </ul>
Jan – March 19	<ul style="list-style-type: none"> <li>• 89% Extremely Likely</li> </ul>	<ul style="list-style-type: none"> <li>• Very friendly and welcoming, put at ease</li> </ul>	Great feedback. Thank you for taking the time

	<ul style="list-style-type: none"> <li>• 21% Likely</li> </ul>	<ul style="list-style-type: none"> <li>• on entering the surgery</li> <li>• Very helpful, polite and understanding.</li> <li>• Fab doctors, recently moved from another practice.</li> </ul>	<p>to respond. The team appreciate your kind comments.</p>
Oct- December 18	<ul style="list-style-type: none"> <li>• 72% Extremely Likely</li> <li>• 23% Likely</li>   <li>• 3% Neither Likely or Unlikely</li> <li>• 2% Unlikely</li> </ul>	<ul style="list-style-type: none"> <li>• Have been a patient for many years never had to complain about the service</li> <li>• Can't always see the doctor you want but always offered something with someone.</li> <li>• Great staff on reception</li>   <li>• Waited over 30 mins to see doctor – ridiculous.</li> </ul>	<p>Thank you for the feedback which is mainly positive.</p> <ul style="list-style-type: none"> <li>• We offer pre-bookable appointments with both doctors and nurses so that wherever possible you can see the doctor of choice, this is less likely if you need an urgent appointment.</li> <li>• We understand that it is extremely frustrating when doctors are running late. Please bear in mind that this could be because an earlier patient had a complex problem or needed hospital admission or they may have needed to do an urgent home visit. Our reception staff try to keep patients updated when doctors are running behind.</li> </ul>
April – June 2018	<ul style="list-style-type: none"> <li>• 73% Extremely Likely</li> <li>• 14% Likely</li>   <li>• 13% Neither Likely or Unlikely</li> </ul>	<ul style="list-style-type: none"> <li>• Great Practice</li> <li>• Very pleasant and reassuring doctors</li> <li>• Ease of access and making appointment very efficient</li> <li>• Difficult to get an appointment with preferred doctor</li> <li>• It would help if reception staff stop trying to be doctors.</li> </ul>	<p>Thank you for taking the time to feedback. Your responses really help us understand what we are doing well and what we need to improve.</p> <ul style="list-style-type: none"> <li>• We appreciate that during busy times it can be difficult to see a specific doctor. We do offer pre-bookable appointments to try and facilitate this.</li> <li>• If you request an urgent on the day appointment or phone call the reception staff will often ask if you can give them a brief explanation of the</li> </ul>

			problem, this information is for the GP so that they can prioritise urgent appointments.
January – March 2018	<ul style="list-style-type: none"> <li>• 100% Extremely Likely</li> </ul>	<ul style="list-style-type: none"> <li>• Been a patient for a long time, I like the doctors, reception staff and nurses all very helpful</li> <li>• Always helpful</li> <li>• Helpful and understanding</li> </ul>	Fantastic responses again. Thank you for your kind comments.
October – December 2017	<ul style="list-style-type: none"> <li>• 100% Extremely Likely</li> </ul>	<ul style="list-style-type: none"> <li>• Always happy to help and always smiling</li> <li>• Quick appointment &amp; good service</li> </ul>	Only a few responses this quarter but fantastic response from those who completed the F&F test.
July – September 2017	<ul style="list-style-type: none"> <li>• 83% Extremely Likely</li> <li>• 17% Likely</li> </ul>	<ul style="list-style-type: none"> <li>• Lovely friendly staff</li> <li>• Receptionists always happy to help</li> <li>• Very experienced have total confidence</li> </ul>	Great feedback this quarter. Thank you from all the team.
April- June 2017	<ul style="list-style-type: none"> <li>• 71% Extremely Likely</li> <li>• 17% Likely</li> <li>• 12% Unlikely</li> </ul>	<ul style="list-style-type: none"> <li>• Friendly, efficient and effective service</li> <li>• Appointments or assistance always given quickly.</li> <li>• Friendly and professional</li> <li>• Feel that ongoing illness not treated seriously</li> </ul>	<p>Once again, thank you for taking the time to provide feedback most of which is positive.</p> <p>We recognise that we do not always get it right and although it is difficult to respond to individual issues we do look at identifying trends or particular issues which may be identified.</p>
January – March 2017	<ul style="list-style-type: none"> <li>• 86% Extremely Likely</li> <li>• 14% Likely</li> </ul>	<ul style="list-style-type: none"> <li>• Friendly staff</li> <li>• GP's and reception always have time for you.</li> <li>• Always find the GP extremely helpful and can normally get an appointment quickly</li> </ul>	<p>Thank you for taking the time to provide valuable feedback.</p> <p>Due to the reduction in the number of responses currently being received we will report quarterly so that the figures are meaningful. We will review this each quarter.</p>
December 2016	<ul style="list-style-type: none"> <li>• No response this month</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	
<b>Month</b>	<b>Responses</b>	<b>Patient Comments</b>	<b>Practice Comments</b>
August 2016	<ul style="list-style-type: none"> <li>• 88% Extremely Likely</li> </ul>	<ul style="list-style-type: none"> <li>• The staff are always friendly and</li> </ul>	Thank you all again for taking the time to give



	<ul style="list-style-type: none"> <li>• 12% Likely</li> </ul>	<p>professional</p> <ul style="list-style-type: none"> <li>• Struggled to get an appointment recently</li> </ul>	<p>us feedback.</p> <p>Unfortunately August is a busy time for the practice, we have a changeover of junior doctors and a lot of annual leave to manage. We continue to monitor our access and will make necessary changes where possible.</p>
July 2016	<ul style="list-style-type: none"> <li>• 100% Extremely Likely</li> </ul>	<ul style="list-style-type: none"> <li>• Very helpful staff and doctors</li> <li>• We have a lot of faith in the doctors</li> <li>• Reception staff are helpful and courteous</li> </ul>	<p>Excellent results this month, thank you to all our patients who have taken part and made such nice comments.</p>
June 2016	<ul style="list-style-type: none"> <li>• 91% Extremely Likely</li> <li>• 8% Likely</li> </ul>	<ul style="list-style-type: none"> <li>• Doctors are always caring and interested in the problems I bring</li> <li>• Receptionists are wonderful</li> <li>• Always have a quick response, pleasant staff 5* all the way</li> <li>• Always time to listen</li> <li>• Staff and doctors always there for support, fantastic at everything they do.</li> </ul>	<p>Lovely feed back again thank you very much. Doctors and staff appreciate your kind comments.</p>
May 2016	<ul style="list-style-type: none"> <li>• 75% Extremely Likely</li> <li>• 22% Likely</li> <li>• 3% Neither likely or unlikely</li> </ul>	<ul style="list-style-type: none"> <li>• Very understanding and helpful</li> <li>• Very good all round service</li> <li>• Appointment on time, staff and doctors polite</li> <li>• Always helpful and friendly</li> <li>• Seen promptly, issues were dealt with</li> <li>• Doctors are really good, never rush you and give you time to feel comfortable.</li> </ul> <ul style="list-style-type: none"> <li>• The time of my appointment was 13 mins late.</li> <li>• My problem was not resolved</li> </ul>	<p>Thank you once again for all your comments, it really does help us to understand what we are doing well and where we need to make improvements.</p> <p>Based on this month's feedback it looks as though we have made some improvements within the appointment system, we will continue to monitor this and make adjustments where necessary.</p> <p>Unfortunately sometimes doctors will run late, this can be for a number of reasons but usually because one of the previous patients has had complex health issues which have taken more</p>

			<p>than the standard 10 minutes.</p> <p>Please remember longer appointments are available upon request.</p>
April 2016	<ul style="list-style-type: none"> <li>• 77% Extremely Likely</li> <li>• 18% Likely</li> <li>• 5% Unlikely</li> </ul>	<ul style="list-style-type: none"> <li>• Never had any problems with the service &amp; staff are friendly</li> <li>• Good medical service</li> <li>• Doctors listen to your problems and care about your treatment.</li> <li>• Brilliant nurses, I suffer from PTSD and she put me at ease.</li> <li>• From the minute you enter the building the receptionist is there to help as well as the doctors.</li> <li>• Very helpful and understanding.</li> <li>• Waiting time to long</li> <li>• Always seems to be a long wait to be seen, they don't have time to listen.</li> </ul>	<p>Once again great feedback for the doctors, nurses and the practice team. This feedback helps us understand what we are doing well and what areas we need to work on.</p> <p>It is clear from feedback received that we have not yet got the appointment system 100% right however there seems to have been an improvement which has been helped by the reduction in patients failing to attend. We have been doing a lot of work to encourage patients to cancel appointments when no longer needed so that they are available to others.</p>
March 2016	<ul style="list-style-type: none"> <li>• 76% Extremely Likely</li> <li>• 23% Likely</li> <li>• 1% Unlikely</li> </ul>	<ul style="list-style-type: none"> <li>• Brilliant and helpful staff, always smiling and pleasant.</li> <li>• Always helpful, docs are great</li> <li>• Good holistic approach to healthcare, understanding of needs.</li> <li>• Very happy with practice have been loyal patient for 35 years.</li> <li>• Was told there were no appointments this week. Maybe open longer hours.</li> </ul>	<p>Thank you for your lovely feedback and comments. It is good to know that most people are satisfied with the service we provide.</p> <p>We are aware that patients sometimes struggle to get an appointment and we are constantly reviewing our systems to try and cope with demand. We introduced the triage system to ensure that all those patients who genuinely need to be seen on the day are given an appointment.</p>
February 2016	<ul style="list-style-type: none"> <li>• 91% Extremely Likely</li> <li>• 9% Unlikely</li> </ul>	<ul style="list-style-type: none"> <li>• Friendly, courteous, polite, professional, confidential.</li> <li>• Looks after me well, very friendly</li> <li>• Staff always helpful, kind and happy</li> </ul>	<p>Overall another excellent month, the staff, nurses and doctors appreciate your lovely comments.</p> <p>If you have negative feedback please also</p>

			comment so that we may address any issues highlighted.
January 2016	<ul style="list-style-type: none"> <li>• 87.5% Extremely Likely</li> <li>• 22.5% Likely</li> </ul>	<ul style="list-style-type: none"> <li>• Friendly and helpful staff and doctors</li> <li>• Staff are lovely and care about their patients.</li> <li>• Extremely friendly helpful staff who respond to ones needs.</li> </ul>	
December 2015	<ul style="list-style-type: none"> <li>• 100% Extremely Likely</li> </ul>	<ul style="list-style-type: none"> <li>• Everyone very helpful and courteous</li> </ul>	
November 2015	<ul style="list-style-type: none"> <li>• 100% Extremely Likely</li> </ul>	<ul style="list-style-type: none"> <li>• Been with practice many years, all doctors, nurses, receptionists very approachable.</li> <li>• Competent staff at every level always feel looked after.</li> </ul>	Thank you to all our patients for the positive feedback, it is very much appreciated.
October 2015	<ul style="list-style-type: none"> <li>• 100% Extremely Likely</li> </ul>	<ul style="list-style-type: none"> <li>• Have been a patient here for years, feel well known and comfy</li> </ul>	
September 2015	No Feedback		No Feedback received for September
August 2015	<ul style="list-style-type: none"> <li>• 83% Extremely Likely</li> <li>• 27% Likely</li> </ul>	<ul style="list-style-type: none"> <li>• Always able to get an appointment</li> <li>• Fab staff who always go the extra mile</li> <li>• Excellent Service</li> </ul>	
July 2015	<ul style="list-style-type: none"> <li>• 88% Extremely Likely</li> <li>• 22% Likely</li> </ul>	<ul style="list-style-type: none"> <li>• Fantastic approachable and professional staff</li> <li>• From top to bottom they are superb</li> </ul>	
June 2015	<ul style="list-style-type: none"> <li>• 83% Extremely Likely</li> <li>• 27% Likely</li> </ul>	<ul style="list-style-type: none"> <li>• Friendly atmosphere, helpful in all ways</li> <li>• Receptionists are very polite on the phone.</li> </ul>	
May 2015	<ul style="list-style-type: none"> <li>• 50% Extremely Likely</li> <li>• 50% Likely</li> </ul>	<ul style="list-style-type: none"> <li>• Brilliant service from staff and doctors, will recommend this GP to everyone</li> <li>• Always helpful</li> </ul>	Lovely comments for doctors and staff.
April 2015	<ul style="list-style-type: none"> <li>• 80% Extremely Likely</li> <li>• 15% Likely</li> <li>• 5% Neither likely or unlikely</li> </ul>	<ul style="list-style-type: none"> <li>• All staff are wonderful</li> <li>• Always friend and helpful</li> <li>• My doctor always makes me feel comfortable.</li> <li>• It takes weeks to get an appointment</li> </ul>	Fantastic feedback for the team. We are constantly reviewing our appointment system to try and manage demand and welcome feedback.