**Audit of Friends and Family Questionnaires – Shared and Discussed**

**Quarters 1-2 Apr – September 2019**

1335 questionnaires were received during this period.

The responses were:

**Extremely Likely 57%**

**Likely 36%**

**Neither Likely nor unlikely 4%**

**Unlikely 1%**

**Extremely Unlikely 1%**

**Don’t Know 1%**

A sample of the responses and outcomes were:

Congratulations to the reception team as a whole and Ania in particular - a lady came from MARAC yesterday to a scheduled appointment with a patient - she came to the desk and would not disclose verbally the name of the patient she was due to meet to preserve the confidentiality of the situation. Thinking quickly Ania passed the lady a piece of paper on which the lady wrote the patient details - so nothing was communicated audibly at the desk. The lady goes to very many surgeries and never has the situation been dealt with so professionally - normally there are problems keeping her meetings with patients low key and under the radar, but not here!

I'd prefer the receptionist to be less inquisitive so that we don't have to describe our problems in detail over the phone and they shouldn't try to diagnose our problem over the phone. I don’t want to be treated like I'm a potential hypochondriac or an idiot

**Response: Notices are already in the waiting room/jayex board and website to explain the questions are navigation purposes only to direct appropriate clinician and appropriate time frame**

I like the service available with paramedic staff for extra appointments

We have just moved from London and the service provided here outweighs what you would have received there

when calling reception, we should be given the opportunity to speak to an English speaking receptionist, as the other nationality speaking receptionists are not always clear to understand

Good idea to be open at the weekend, found it very useful as I work and struggle to get time during the week

There needs to be more continuity of GP's that you see and more opportunity to actually see a GP at times!