**Comments left on our Friends & Family Test.**

We would like to thank everyone for completing the friends and family survey following on from their appointment.

Your feedback is very important to us to ensure we are getting it right. Creating excellence in Patient Care is what we strive to achieve each and every day. This can only be reached by continuous improvement, helped by all your comments and feedback.

Please continue to share your feedback with us so we can get it right for you.

All feedback is welcome please see some comments and feedback we’ve received over the last few months. We will keep you updated on a monthly basis and let you know of any improvements made due to your comments.

**I was seen on time, the nurse was very friendly and courteous, and did what she had to do in a professional manner**

**The service that I got was excellent**

**Received a text telling me my appointment was at bridge street surgery when it was actually a telephone call which I received 45 minutes later than scheduled.**

**Appointment was made on line, and I didn't have to wait too long...**

**It takes too long to get through on the phone I was nearly 30 minutes this week the queue is too long**

**When I spoke to the doctor she arranged for an appointment two days later**

|  |  |
| --- | --- |
| **You said** | **We did** |
| **Received a text telling me my appointment was at bridge street surgery when it was actually a telephone call which I received 45 minutes later than scheduled.** | **Some appointment slots automatically send a text out.**  **A review to be made on these types of appointment slots and change the setting to avoid automatic texting. We do not give an exact time for telephone calls as the GP will triage calls and may ring earlier or later that time booked. Please note if you are unavailable at certain times, please let the team know and the GP will accommodate where possible.** |
| **It takes too long to get through on the phone I was nearly 30 minutes this week the queue is too long** | **We received several comments on our phone system**  **We know that the system we had was not robust enough to cope with the number of calls and this caused lots of frustration for our patients.**  **Patients can now use an online form to request an appointment.** |

**The service that I got was excellent**

**Very helpfull and thorough**