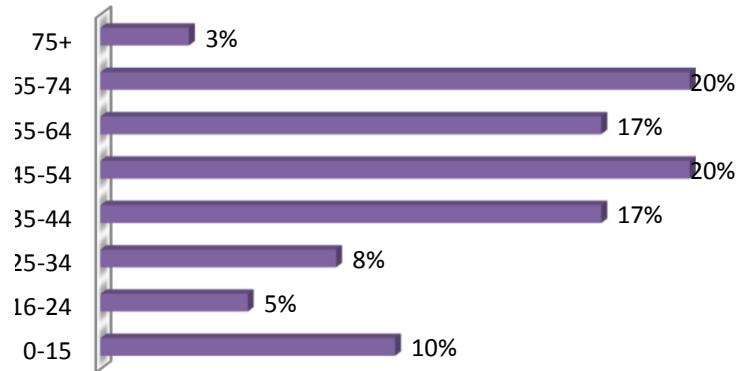
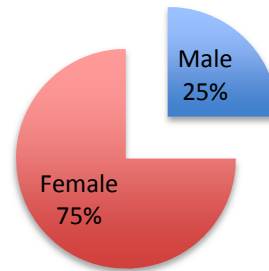


Friends & Family Test Results & Action Plan 2015/16

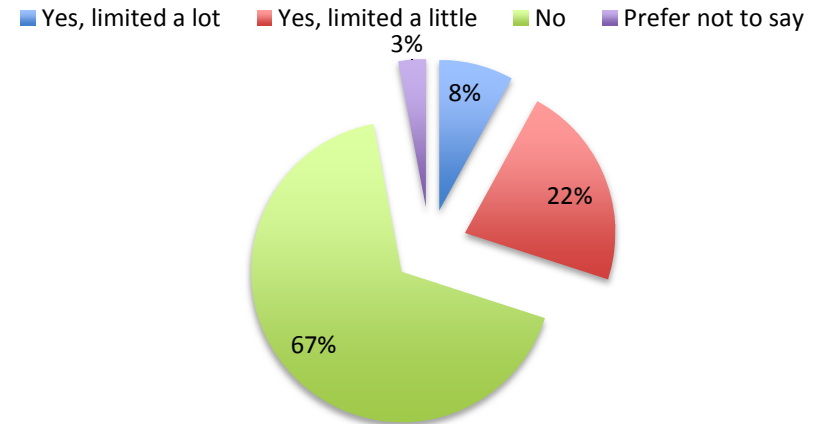
Age group



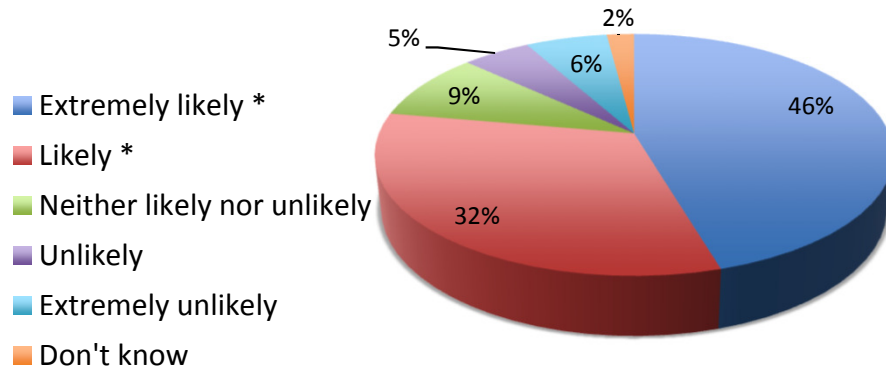
Sex of participant



Are your day-to-day activities limited because of a health problem or disability?



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



77% of patients would recommend our GP Practice

- ✓ 98% of patients felt the health care professional listened
- ✓ 89% of patients find the receptionists very courteous

- *I saw Dr Sophia, what a great doctor she is*
- *Dr Lall is an understanding doctor*
- *Dr Shum always gives very good explanations, easy to understand.*
- *Been with Dr Rahman for many years and have always been happy*

Patient comments



- ✓ online booking now available for some appointments

www.reachhealthcare.nhs.uk



- ✓ 91% of patients are seen within 15 minutes of their appointment times
- ✓ 95% of patients felt they had enough time in their appointment
"So caring, thoughtful. Not in a hurry"
Patient comment



- ✓ Increased number of pre-bookable appointments
- ✓ Evening & Saturday appointments available
- ✓ 10 minute GP appointments



- ❖ *Hard to get an appt due to having to call in the morning*
- ❖ *Not 100% satisfied with the system - doctors are fine, system isnt*



- ✓ Telephone consultations available
- ✓ New telephone system in place
- ✓ Training of reception staff

You said, we did

You said	We did
You wanted to get through on the telephone more easily	<ul style="list-style-type: none">✓ Telephone upgrade – now able to monitor waiting times and record telephone calls✓ EMIS online services✓ 7 receptionists across sites to improve telephone answering
Continuity with your GP	<ul style="list-style-type: none">✓ Increased telephone consultations✓ Promote number of patient appointments missed✓ Saturday morning and Wednesday evening surgery
Access to Appointments	<p>Pre-bookable appointments available 4 weeks in advance</p> <p>Recruitment of new GPs</p> <p>Availability of Minor illness clinics</p> <p>Access to a Nurse Prescriber</p>