

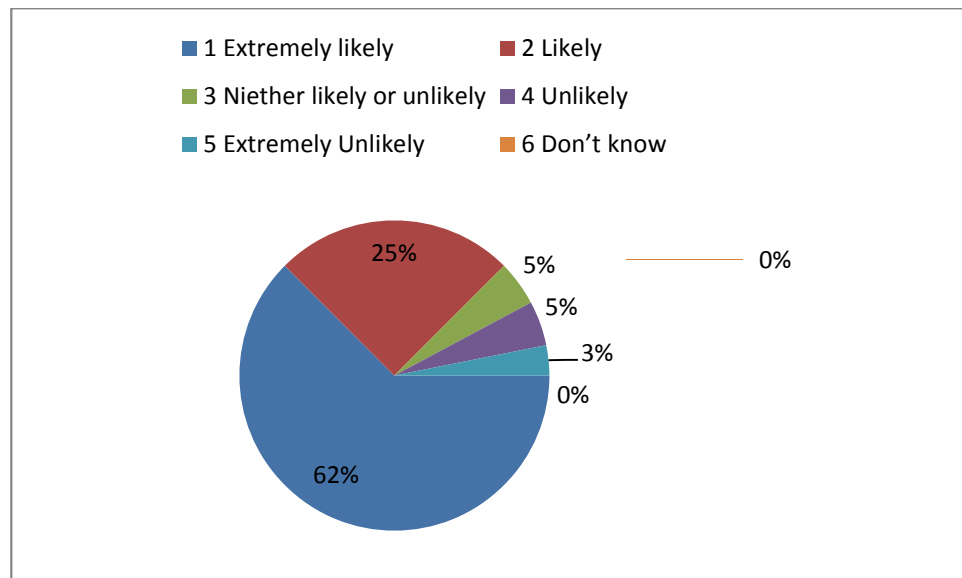
Dysart Surgery - Friends & Family Test

Feedback for April 2019

Patient, visitor, volunteer or a member of staff? Your views matter. Let us know how we are doing: what you like about the practice or where you think we need to improve. Listening to you helps us shape the way we deliver our services – now and in the future.

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

Percentage of patients who would be extremely likely to recommend this service to family or friends:



You Said

1. Lucky enough to always manage to see the same GP who we have built up a good trusting relationship with
2. Very efficient and friendly service
3. Short wait in pleasant surroundings and professional treatment from friendly sympathetic nurse
4. Dr Godfrey is great. Genuine warm, makes me very part of the diagnosis decision making
5. Dr Criddle was extremely thorough and was concerned when I attended on Thursday so asked me to come back again today, she saw me immediately and retested. I couldn't have asked for a better service
6. *The doctors are kind and thoughtful but you just feel that you can't just get the thorough help you really need to enable you to not incur symptoms that could be prevented if health advisory services were signposted as an incentive to helping oneself*
7. I was treated politely, professionally and with care
8. All appointments on time they take care of me
9. Efficient pleasant people. Becoming a one stop shop which saves time
10. Nurse was lovely & put me at ease. Procedure was quick
11. Very professional friendly and efficient
12. Prompt service and completed what was needed
13. She was very friendly and professional
14. Dr Rakowicz at my surgery is an exceptional doctor in his professionalism, care, advice and interest in each problem and he listens and discusses
15. Really lovely nurse. Felt really comfortable
16. Nice people
17. Whenever I need to go to the surgery I am always reassured when the Doctor gives me his full attention which they always do. The Dysart Surgery it the best doctors I have ever been to. Thank God for the NHS
18. Have good 1 to 1 with my doctor
19. Dr Ryba is the best doctor I have ever encountered. Her manner is reassuring and informative. 10/10
20. Very well run practice. I am able to get most of my appointments & prescriptions without too much of a wait
21. Reassuring advice
22. Surprisingly short waiting time for appointment
23. Great surgery

24. I have been with Dysart Surgery for years and have always felt looked after with all the doctors I've seen
25. Nice nurses, doctors and receptionists. I have always been able to get an appointment when I needed one. Very happy with the service I get from Dysart
26. More interested doctors
27. Dr De Cothi is respectful, knowledgeable and listens. Three components that make an excellent doctor
28. It is a good surgery and both the receptionists and Doctors are extremely helpful
29. Very professional
30. Excellent service
31. The service from the practice is absolutely first class
32. Was seen quickly and reassured
33. Efficient and professional patient care from all GP's and nurses at Dysart surgery
34. I was seen on time & explained the process of the tests I was going to undertake with a friendly & reassuring manner
35. The doctor I see listens to what I have to say
36. Very thorough examination and investigation. Good feedback and follow on
37. Friendly I wouldn't want to go anywhere else I have been with my doctor for over 10 years
38. Doctor listened and was understanding
39. Friendly staff, and excellent doctor
40. Can get appointments reasonably quick. Various services offered on the premises such as taking blood samples
41. The staff are patient and kind, considering how busy they are

We did

6. Perhaps you would like to call Sarah our care navigator who may be able to help you. 020 8464 4138.

Two comments that were mainly complaints about waiting and have not been published in the FFT results:

I am so sorry you had such a long wait. However, our problem is that the people we see have varied health issues and needs and although everyone is allocated 10 minutes I am sure you understand that sometimes this is not enough. We also see emergency cases as they arise and this can also add to your waiting time.

Patient Access <https://www.patientaccess.com/>

This is a useful app for booking appointments. You can view and book routine appointments at the Practice 2 weeks in advance, or if you feel your problem will not wait we have 48 hour appointments. We also release any unused on the day appointments for patients to book. It is a simple process to register but you must come to the surgery to complete a form and show photo ID. This is because you can also:

- Order repeat prescriptions
- Request repeat medication at your convenience, with automated delivery of your prescription to your preferred pharmacy
- View your medical record
- Keep track of your medical record, including problems, test results, immunisations and allergies

*Please remember that we offer a **complaints procedure** which complies with NHS standards and if you have a specific issue about the care you have received then please contact us directly detailing your personal concerns or ask a member of staff to assist, as the FFT is not an appropriate way to deal with your personal concerns. Inappropriate responses will not be published. We attempt to resolve problems swiftly and take action as appropriate if we have failed to achieve the high standards we aim for making your experiences count.*