

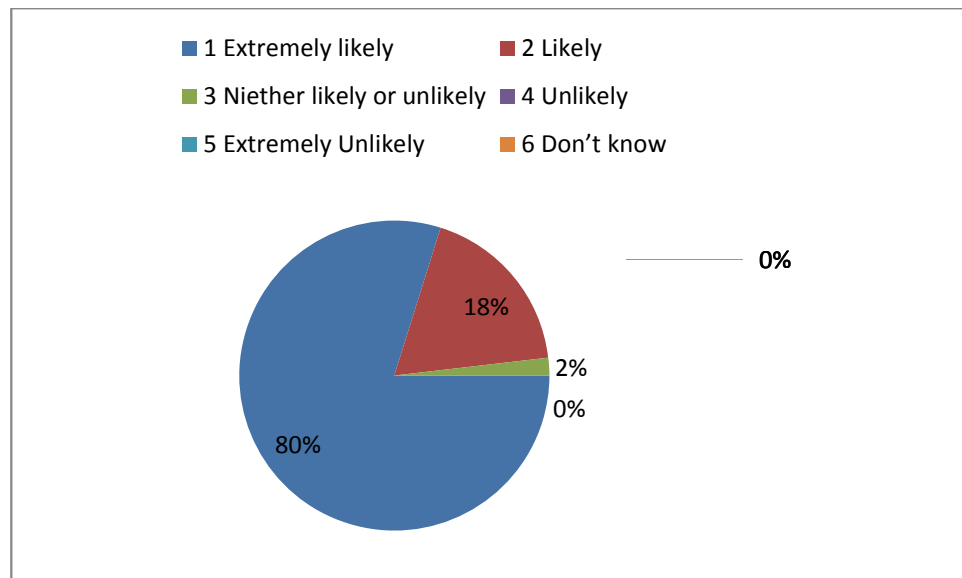
## Dysart Surgery - Friends & Family Test

Feedback for August 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. Nurse helpful and efficient
2. The appointment was with the nurse to have ears syringed. She could not have been any kinder
3. Efficient knowledgeable experienced nice people and service
4. I was seen on time at allotted appointment, greeted warmly and politely and given ample time for consultation
5. No problem getting appointment and seen promptly
6. My doctor is the best doctor I've ever had at any doctors surgery
7. I always found them very helpful and accommodating
8. Excellent medical advice
9. professional analysis and advice
10. The lady on reception is a delight to speak with, my doctor is extremely helpful
11. Friendly staff
12. Seen on time doctor very good
13. On time quick and friendly
14. Staff and Dr very helpful
15. Dr Hart was extremely patient, informative and helpful. She listened with empathy and I trust her treatment plan
16. Dr DeCothi is a wonderful doctor. She is kind, calm, listens and takes time with you. She explains things clearly and has fantastic medical knowledge,. The reception staff are polite, professional and extremely helpful, doing what can be an extremely difficult job. I think the 48 hour appointments are a great idea. I feel lucky to be a patient at Dysart Surgery
17. Friendly atmosphere. Very helpful staff. Quality doctors
18. The Doctor was very friendly and helpful and appeared interested. The only downside was some of my records were missing

19. *Unnecessary delay of half an hour, and waiting in a very warm, poorly air conditioning waiting room*
20. I know the medical staff are caring
21. Have been with Dysart surgery for the last 40 years
22. Very pleasant and efficient receptionists and practise nurse
23. Good options for making a same day appointment. I had to go to A&E over the weekend and my discharge note had arrived with my GP so my problem was quickly identified. Great care
24. On time appointment. Good discussion and general experience
25. Quick appointment, seen on time, doctor very good and professional
26. Excellent as always. Doctors and support staff are extremely caring
27. Very Good doctor. Very caring
28. Pleasant staff and appointments are nearly always on time
29. Excellent service. Nice atmosphere and helpful staff
30. The doctor I saw was very helpful
31. Very good surgery! Can't complain
32. The appointment got done what I needed
33. Excellent care
34. On time efficient doctor. Left surgery with all issues answered and actioned
35. Lovely staff, usually very accommodating with appointments and very efficient. Considering how many people are patients at this surgery I am in awe as to how well they handle everything
36. Everybody is very polite and helpful
37. Efficient service and no waiting. Issues fully explained
38. Health professionals really listened and gave advice. Didn't feel like they were trying to rush me out. Also did an extra thing for my baby that I would have booked a separate appointment for (only took 2 minutes)
39. Seen on time and very professional service
40. Very thorough appointment and punctual
41. Friendly, helpful and knowledgeable doctor and staff
42. Excellent and personal experience with caring advice given
43. GP very thorough & showed patience & v caring attitude
44. Seen on time and good treatment
45. Seen very promptly. No problems. Very efficient doctor
46. Friendly and understanding
47. The vaccination has been done with care and consideration of the baby. All has been explained to me as well
48. Very friendly, willing to listen and explain and recommend possible treatment for my needs
49. Very helpful
50. GPs don't treat you as a number, you are treated like a human
51. I never wait long. The GPs are always really professional, helpful, efficient and caring. The surgery is within easy reach if you live in Bromley
52. *It would have been a perfect experience if the receptionist would have smiled*
53. Efficient, practical, caring professionals
54. Dr Criddle is without doubt the best go we could hope for. Everyone at the surgery is helpful. Plus the fact that we have Sarah as a care navigator makes this such a great surgery for us
55. The process was straightforward, your members of staff helpful and courteous, and Anna the GP was delightful and helpful. Thank you
56. Very good service
57. I find the way I can book a routine appointment online and a personal appointment at reception really useful
58. Very friendly staff. Always helpful and the GP surgery appointments always run on time
59. *I had an excellent experience but I was having a mole removed and stitches - something I have never had before. But After it was removed I needed to come back with 6 days and have a wound covered and not wet for at 3*

*weeks. I was never informed of this before the original treatment which affected our family summer holiday. It would have been nice to be informed of this so I could have booked in an appropriate time for the initial appointment*

60. The staff are helpful
61. Friendly staff and prompt service
62. Always great
63. The doctor I saw was really thorough and also kind and considerate. I was seen quite promptly
64. Very thorough
65. Good GP practice in difficult times. Fortunately I have not need urgent appointments. Booking ahead is fine generally seen within few minutes of appointment time
66. Dr De Cothi was very informative & reassuring. She could not have been kinder. She made me feel as if I was her only patient & never pressurised me, allowing me to question her as much as I wanted

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### We did

19. I am so sorry you had 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. The receptionists will be happy to let you know an estimated waiting time.

We have a new app on our website called **eConsult**

How it works:

**eConsult** lets our patients consult with their own NHS GP by completing a quick online form that is sent and reviewed by the practice. You will get a reply to your request/problem by the next working day. We can also direct the patient to self-help, pharmacy advice and local self-referral services.

59. Thank you for your feedback. I will advise our receptionist to let patient's know when booking a minor surgery appointment, that there will be post-operative care required.

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.*