

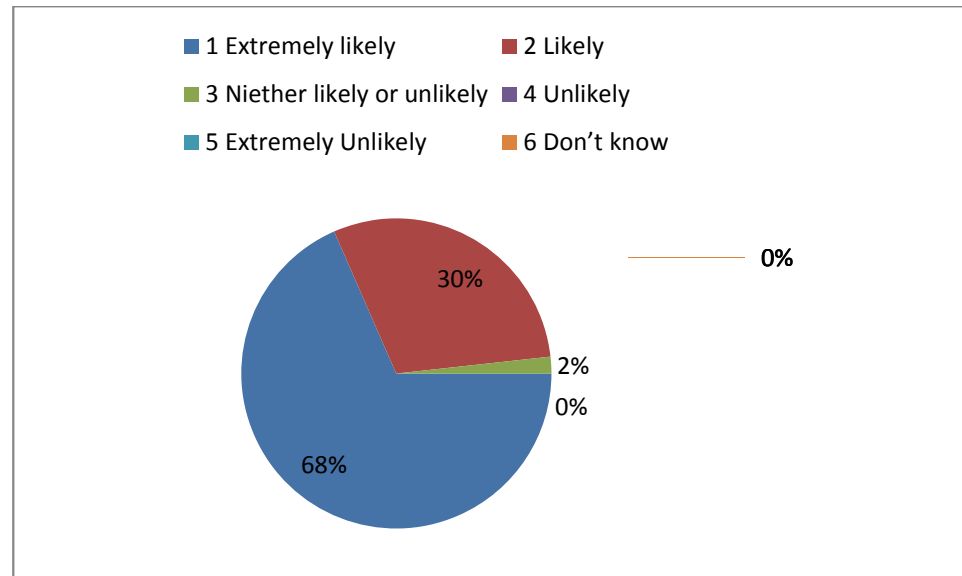
Dysart Surgery - Friends & Family Test

Feedback for December 2018

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. Friendly helpful staff
2. I received excellent attention and treatment
3. Friendly, kind and understanding staff and efficient service
4. I went for a cervical screening, and the nurse was super nice, friendly and professional. She tried to chat with me making me feel very comfortable given the cervical screening itself isn't the greatest experience of life
5. Very friendly and polite staff, always happy to help with a smile. The GPs are amazing
6. Chose a suitable time for me to attend
7. Completely satisfied. Way of you guys reacting to us, helping us, mainly taking more care on us is making us really happy. Thank you
8. The nurse, Michelle was extremely professional, kind and reassuring. She was very patient and really put me at my ease
9. The time taken by my GP and his knowledge are invaluable
10. Timely and efficient
11. *Parking is the main problem*
12. Doctor listened and was quick to suggest next course of action for me
13. Was seen very promptly & Dr was extremely helpful
14. *It seems very overcrowded at times obviously more than 36years ago*
15. The service is first class and could not be improved in any way
16. I have had good care from this practice for many years. Recently it it has become more difficult to get an appointment when needed
17. Everything dealt with promptly, efficiently and pleasantly
18. Great service and quick and on time
19. Very caring and professional Polite and good communication Calming and reassuring influence

20. Easy to get an appointment. Appointment started on time... no waiting. Nurse professional, friendly and efficient. Repeat prescription ready and waiting for me as promised
21. Good patient care, friendly and kind
22. Excellent staff
23. *Need access to more appointments, but otherwise good*
24. Good communication with GP
25. On time, pleasant experience job done
26. Staff always friendly. Waiting time was fine. Sufficient activities to keep toddlers happy and ease of signing in using the screen
27. Very caring and helpful
28. As always my visit to Dr Hoare is satisfying she listens to my problems and is always so kind and caring

We did

11. Parking: There are several car parks in Bromley as well as parking meters available.

- Ravensbourne Road (meter)
- NCP The Mall (7 minute walk)
- Elmfield Road (meter) (7 minute walk)
- The Glades (11 minute walk)
- Civic Centre (15 minute walk)

14. We are one of four practices in Bromley who run a pathology service since the closure of The Princess Royal Pathology department. Due to this new service our footfall has increased.

The management team has discussed the waiting room area on many occasions. We acknowledged that the patient list has grown substantially over the last few years, due to new residential builds in our catchment area and unless we extend or move we will continue to have a crowded waiting area. Please see October 2018 for more information on this.

23. If you do not have Patient Access perhaps you would consider getting it?

We often release afternoon unused appointments at midday. These are put on Patient Access, as well as our receptionists being able to book them.

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.*