

## Dysart Surgery - Friends & Family Test

Feedback for January 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:

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### 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 Inappropriate responses will not be published.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.*