

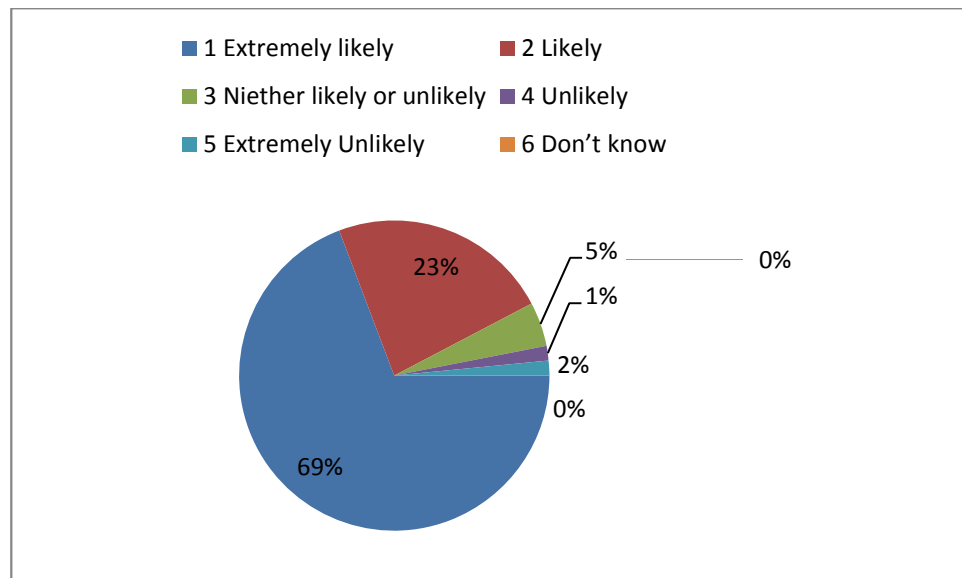
Dysart Surgery - Friends & Family Test

Feedback for June 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. Respect the quality of doctors
2. Friendly
3. Appointment was on time and it was on a Saturday which was very convenient for me
4. Excellent service
5. It's well organized, receptionist are polite
6. Genuinely care
7. I managed to get an emergency appointment for the same day, and the doctor was friendly and approachable
8. Helpful and efficient
9. Reassuring empathetic and professional
10. Helpful Reception staff; first rate GP care; brilliant & kindly attention from nurses when special test or treatments are needed
11. Seen on time and pleased with treatment
12. Friendly staff
13. Friendly, understanding and knowledgeable staff. Great doctors
14. I was seen earlier than my appointment time which is always pleasing and the doctor was to the point and efficient. It was my first meeting with any doctor at this group
15. Helpful and friendly
16. Outstanding Care, Competence, Compassion and Commitment
17. Friendly doctors/ reception staff/very proactive PPG group
18. Very good service from both the GP and nurse
19. Helpful and attentive dr
20. Making appointment

21. Very friendly GP interested in life-style solutions rather than just simply prescribing pills
22. Didn't have to wait long to see the nurse she was very helpful and nice
23. Able to get an appointment urgently when needed
24. New to the surgery. My husband and I have found all the staff and Doctors we have met to be very friendly and professional
25. Thank you for being so kind
26. The doctor I saw didn't keep me waiting and was very efficient and empathetic at same time
27. Pleasant attitude of all the staff
28. *I had to wait 45 min until I saw the nurse. Yes, she was lovely and made me forget that I had to wait that long. My suggestion is to allow more time to one appointment, estimate it will take more than 10 - 15 min/ patient. Time management is the key. We all have a busy lifestyle, from a customer/ patient experience I feel it will make a big difference if you know you'll be seen in time to plan your life accordingly*
29. Doctor I saw was excellent
30. *There is long delay most days; people data privacy is not taken into consideration at the reception area*
31. The service was good
32. Most of time doctors are nice
33. Fabulous service from start to finish. Dr de Cothi and Angie are both fabulous. Professional and efficient
34. The doctor I saw was amazing so helpful
35. Great doctor
36. Good caring Dr
37. Caring, helpful and kind reception staff. Very caring doctors, understanding, kind caring and have time for you, helpful and do the right thing by you , wonderful GP surgery
38. I have been a patient for over 30 years and have had the best possible care
39. The reception team are always helpful and cheery

We did

20 - 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

28 – We are sorry to hear you had a long wait to see the nurse. We have a new app on our website called eConsult. We plan to go live on the 1st July.

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. We can also direct the patient to self-help, pharmacy advice and local self-referral services.

Local pilot surgeries have reported that this has helped patients seek advice from GPs and nurses from the comfort of their home/office rather than coming into the surgery, thus freeing up appointments. The pilot surgeries are now offering longer routine appointments for patients who need to be seen. We hope going forward we would be able to offer the same to our patients.

30 – The receptionists will be happy to see you in private if you request this. We have been looking at opening the front reception area and have two receptionists working on the front reception desk to stop ques forming. We are in the process of obtaining estimates for this work.

*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.*