

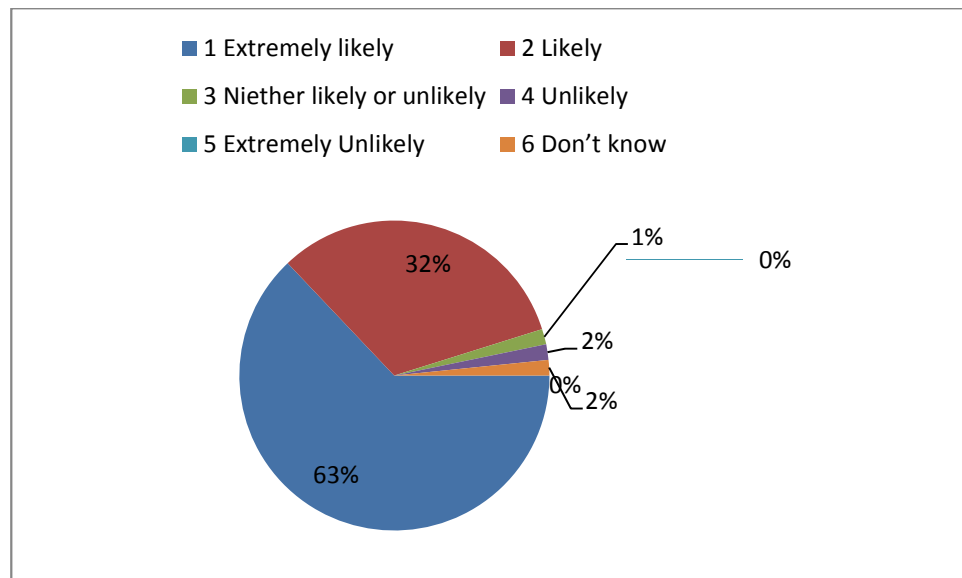
## Dysart Surgery - Friends & Family Test

Feedback for March 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. Understanding and compassion with both scenarios recently. Good communication, good customer service at the front desk
2. Excellent doctors, nurses and support staff
3. Helpful staff, concise advice, calm environment
4. Your premises are just too small not your fault though
5. First time with this Dr today but kindly asked me to book 2-3 appointments in order to gain trust
6. The Dr I saw on Friday was caring, kind and understanding
7. I was seen same day as I booked the appointment. The doctor I saw was thorough and very pleasant
8. Seen on time by friendly and professional nurse
9. The doctors are very approachable and listen
10. Very pleased with my treatment
11. Excellent staff with professional service
12. *The privacy in the surgery is appalling. I needed an appointment to have an IUD fitted which proved complex. EVERYONE in the surgery could hear and I was treated to some comments from people behind me in the queue for reception. The administrators did their best but the situation is not ideal. The appointment is scheduled for weeks away, which seems ridiculous for such a simple procedure. The advice from my GP was good and I'm otherwise really happy with the surgery*
13. Excellent doctor, very easy to talk to
14. Lovely reception staff and lovely doctors always there for you and they work so hard to help you
15. Friendly helpful doctor, but long wait for appointment
16. Good advice and care by GP
17. Friendly, helpful, compassionate & very supportive staff
18. *Generally excellent, but coding issues meant I was invited for a flu jab which I had already had at the surgery. Better coding would have saved time, money and irritation*
19. I have no problems. The appointment was moved back by an hour but was provided with plenty of notice. The appointment was on time and the doctor very helpful with a few issues
20. I have been with the surgery for years. I have a lot of faith in the GPs
21. Allison is an excellent nurse
22. Friendly, professional and caring team
23. Receptionist friendly and helpful. Not too long to wait to see nurse. Nurse a keen listener and gave practical advice

24. *I would start with reception. Ladies that make the appointment ask too many personal questions and won't offer appointment with GP in practice if you don't give information. They are not qualified*
25. Helpful knowledgeable staff efficient booking system and good Doctors with a high level of care
26. I have been with my surgery for over 40 years all the staff and doctors are excellent
27. Dr Ryba is a thoughtful and caring GP who takes her time to listen to and understand my concerns
28. The Drs listen
29. It is an excellent practice
30. My GP (Dr Cothi) has been amazing; very calm, clear and friendly, providing expert advice and care at every stage."
31. Great medical staff
32. Good availability of appointment, seen on time, and medication prescribed has been explained
33. No improvement needed
34. Always receive excellent care
35. They were in time, very thorough and helpful and most importantly gave me an outcome
36. Great service and support
37. Friendly and professional, explaining things in a helpful way without being patronising

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### We did

12. Receptionists are aware that patients may request to speak with them privately. We also have a poster by the front desk advising patients to request to speak with the receptionist privately if they prefer to. Please request this next time, the receptionist will be happy to help.

12. With regard to the fitting you have been booked in for; it is a 20 minute procedure with a GP and a nurse. It is quite tricky to get an appointment with both GP and nurse at the same time, so it can take a while to find free appointments at the same time to book.

18. I am sorry to hear there was a coding error. Human error does happen occasionally. I apologise for this.

24. The receptionists are part of the practice team and it has been agreed by the Partners that they should ask patients 'why they need to be seen'. The reception staff is trained to ask certain questions in order to ensure that you receive:

- The most appropriate medical care
- From the most appropriate health professional
- At the most appropriate time

Receptionists are asked to collect brief information from patients:

- To help doctors prioritise home visits and phone calls
- To ensure that all patients receive the appropriate level of care
- To direct patients to see the nurse or other health professional rather than a doctor where appropriate

Reception staff, like all members of the team, are bound by confidentiality rules.

- Any information given by you is treated in the strictest confidence
- The practice takes any breach of confidentiality very seriously and will deal with it accordingly
- You can ask to speak to a receptionist in private away from the reception counter

However if you feel an issue is very private and do not wish to say what this is then we will respect your decision.

**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

19 & 22. 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.

*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.*