

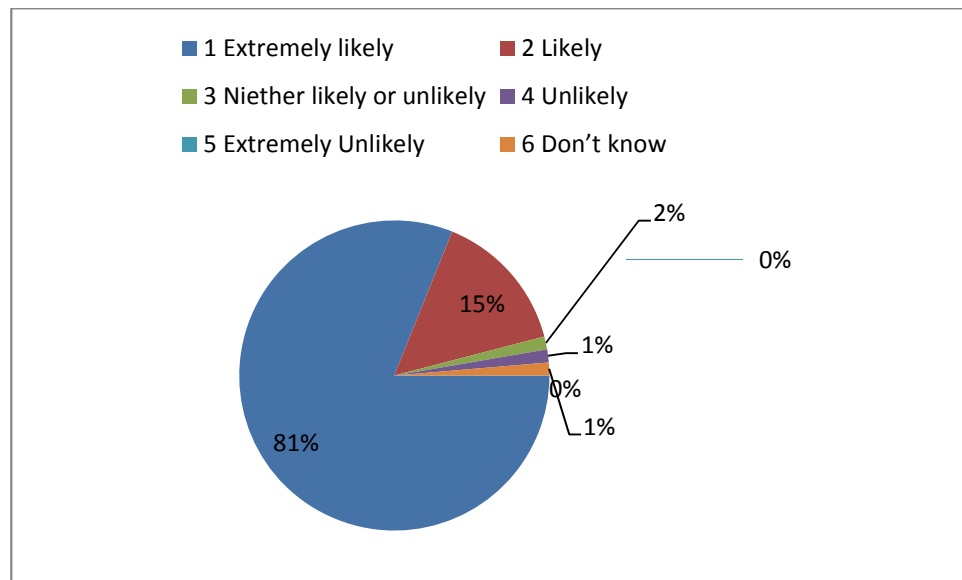
## Dysart Surgery - Friends & Family Test

Feedback for May 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. Friendly and helpful staff
2. Great care
3. Listens intently to symptoms, asks relevant questions and acts swiftly to either prescribe medicine or referral
4. Very efficient staff and doctors
5. Good service
6. Nice, friendly and helpful staff
7. My GP is lovely and takes her time to put you at ease and listen to your concerns
8. I have found all the doctors, nurses and receptionists very helpful and understanding at all times
9. Dr Ryba is great
10. Excellent care from reception to clinician
11. On time, friendly and efficient
12. Such a nice nurse who gave me the best attention
13. Fast and focussed
14. Cordial, professional & punctual
15. Very professional and caring staff
16. I have great faith in the GP
17. I always get an appointment within a reasonable time
18. The appointment started on time, the doctor was attentive, listened and dealt with my issue effectively
19. Firstly caring & professional service provided by my GP and all the staff. Polite, prompt & courteous people working at this practice. I am very grateful for all the care & support given 24/7. A\*\*\*\*\*
20. I was able to get an appointment quickly
21. All the staff are kind and helpful
22. Dr Miranda Godfrey; it was first time I have seen that doctor, I found her very helpful with great ideas
23. Nice staff, efficient service
24. A nurse was very respectful and clear. I now have a good idea where I can make a few lifestyle changes to help me health for the next 10 years
25. Was helped very quickly and the nurse was very professional
26. Efficient, friendly staff
27. Dr Hoare is always professional and kind. She listens carefully and discusses her preferred course of action which she agrees with you

28. I have always been given all existing help every time I ask for it. I have been sick recently and I have been feeling supported every step of the way
29. There have a wide range of options available. Highly trained and conscientious staff. The internet access is invaluable
30. Dr de Cothi is a lovely lady, always listens and tries to help, she never rushes you out of the door
31. Nothing to add, have been coming to Dysart since I was a child
32. Stitches removed
33. Excellent Doctor
34. Dr was helpful and really listened. *However wait time to get an appointment is very long*
35. Doctors manner, patience and questioning is excellent
36. Staff are always pleasant and nearly always on time
37. Good practice, nice staff, lovely reception staff especially Fran
38. *The only criticism would be that you may have to wait weeks for an appointment*
39. *Wait time was over half an hour and I have two small children who I had to bring with me. There needs to be more entertainment for the kids if waiting for long periods. Also an idea on how long you have to wait would be helpful*
40. Highly competent GP; plus very pleasant receptionist = 100%. GP punctuality = 30% bonus
41. Extremely good
42. Appointment was on time. No problems booking it. GP took the time to really understand my problem
43. Friendly , efficient , fast
44. A very friendly atmosphere. Doctors, nurses and assistants are all very kind and helpful here
45. Got appointment quickly and professional team
46. Good doctor
47. The relationship between a GP and their patient is key to the development of trust which leads to having faith in the treatment plan. I always leave feeling better than when I arrived. Over the many years my GP has come to know me better than most, and as a result, I have felt nothing but respected and supported at each visit. Thank you Dr De Cothi for all that you do, for me and for all your patients. You are truly a Godsend
48. A wide range of services offered
49. Reception was super nice and doctor really polite

---

### We did

34 & 38 The average waiting time for routine appointments is between 2 to 3 weeks. We have 48 hour appointment if you feel your problem cannot wait that long. Please ask the receptionist for further information.

### 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

39. 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.

Unfortunately we do not have the room to supply a child friendly area at the Surgery. There are books for all ages in the bookcase for patients to use while in the surgery.

*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.*