

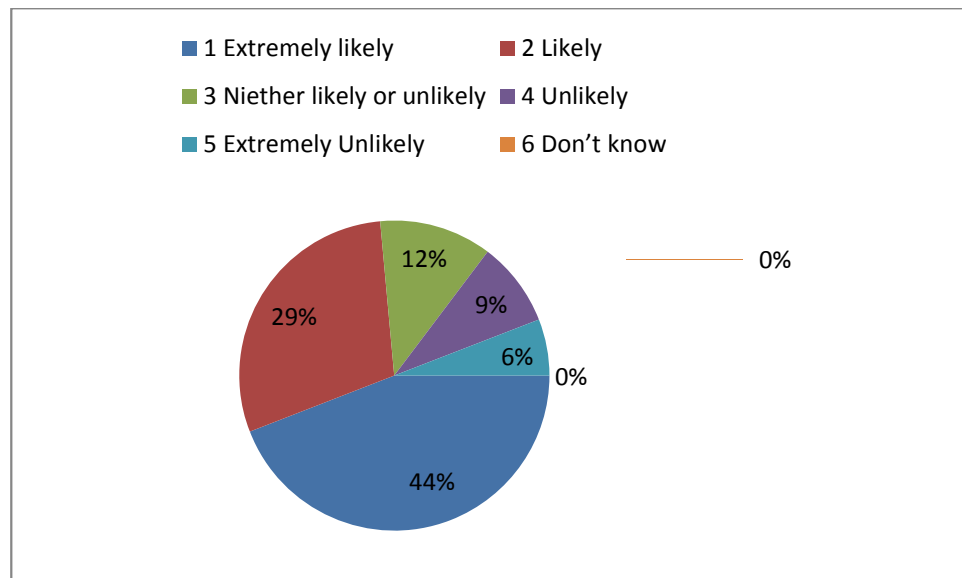
Dysart Surgery - Friends & Family Test

Feedback for October 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. convenient location
2. I only had a blood test today, as always Angela always very professional and kind
3. Great services Anne friendly staff
4. Because of the first class service that I have received over the years that I have been a patient
5. An in-depth and caring appointment with my GP
6. I met Dr MG yesterday. She was an excellent clinician and a very kind attitude. I was impressed
7. *Because I had to wait 40 mins to see a dr today and its changed so much I used to give it ten out of ten but now it's so overcrowded in there I feel uncomfortable even though the doctors and staff are tip top*
8. Nice doctor, seems to genuinely care
9. *The GP Surgery is extremely crowded. The waiting area is a maze in a state of disrepair. There are appears to be ventilation in the waiting area. I left the GP Surgery worried about having contracted something else*
10. Listens carefully and replies with plenty of choices to help yourself and recommendations. Very helpful
11. *Trouble to get to see a doctors*
12. Always friendly, considerate and do what they can to help you
13. Pleased with the doctors and staff. Always a very polite and helpful reception
14. I have a lot of faith in Dr Ryba she very kind and listen to you if there is a problem the only thing is the parking outside it very hard to get a space
15. It was a very good service

16. The nurse in this surgery is lovely and just great at her job
17. Good service, friendly staff, amazing nurse
18. *Overcrowded*
19. *Not sure. But I had to wait one hour during a working day, which is unacceptable really*
20. My visit this morning was as always very comforting always asks if I have any health problems and if I do come and see her
21. I feel good about this surgery
22. *Too much waiting time. Doctor often late*

We did

7,9, & 18. 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. Our plans to extend the Practice were turned down by Bromley Council. We are now in discussions to move into the new Bromley Wellbeing Centre, which should be completed (all being well) in 2022.

For more information on this new wellbeing centre please follow the link below.

<https://www.bromleyccg.nhs.uk/news/a-new-health-and-wellbeing-centre-for-bromley/33401>

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

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.*