

SEPTEMBER FRIENDS & FAMILY SURVEY SUMMARY

The opinions expressed in the survey document are **overwhelmingly positive**, primarily praising the staff, clinical care, and efficient service, although several criticisms regarding waiting times and logistical issues were also raised.

Here is a summary of the positive and negative opinions expressed in the documents:

Key Positive Opinions

The most significant positive feedback centered on the quality of staff, exceptional clinical care, and generally timely appointments.

Staff Quality and Conduct

- **Professionalism and Friendliness:** Staff members, including receptionists, nurses, and doctors, are consistently described as courteous, professional, pleasant, friendly, helpful, and kind. Patients felt staff were ready to help and had a friendly attitude from the moment they walked in until they left.
- **Putting Patients at Ease:** Staff often put patients at ease, were very engaging, and were praised for their patience and listening skills.
- **Specific Staff Praise:** Several individuals were highlighted, including the GP Victor, the wellbeing coach David, and nurses/HCAs such as Ellie and Christie. Ellie was noted as great, knowledgeable, competent, and friendly. Christie was called "a credit" to the practice, knowledgeable, and professional. Carol was described as very professional, polite, and friendly.

Clinical Care and Communication

- **Thoroughness and Knowledge:** Doctors and nurses were noted for being knowledgeable, thorough, understanding, and genuinely listening to concerns.
- **Effective Advice and Treatment:** Advice given was helpful, clear, and informative. One patient reported that the doctor's diagnosis was excellent and knowledgeable.
- **Exceptional Outcomes:** Several cases of outstanding care were noted, including an appropriate referral to A&E that the patient felt "saved my life", and prompt life-saving attention that led to heart surgery.
- **Caring Approach:** Staff were very caring and sensitive, such as the lady who brought a coughing patient a cup of water. The practice was praised for accommodating the challenging needs of a child with ASD and ADHD.

Appointments and Wait Times (Generally Good)

- **Timeliness:** Many patients reported being seen on time, slightly early, or quickly.
 - **Accessibility:** Feedback was positive regarding the ease of booking appointments, with staff often able to find same-day appointments. Patients reported never struggling to get an appointment.
-

Areas of Criticism or Concern

While satisfaction was high, some patients noted specific issues related to scheduling delays, booking availability for routine visits, and minor logistical or procedural problems.

Waiting Times and Delays

- **Delays Experienced:** Despite many timely appointments, some patients reported significant waits, including a half-hour wait, a 25-minute wait, or being seen 15 minutes later than scheduled.
- **Scheduling Issues:** One patient reported that a telephone appointment was **two hours late**. In one instance, a professional (physio) arrived 20 minutes late for an 8:00 AM appointment without notifying reception.

Booking Difficulties

- One patient noted that it is "**very difficult to book anything that isn't an 'on the day emergency'**".
- Another patient reported waiting since May for an asthma specialist appointment.

Professional and Procedural Issues

- **Unprofessional Conduct:** One doctor was criticized as being unprofessional because they did not know the solution to a problem and told the patient to ask their colleague.
- **Clinical Disappointment:** A patient was disappointed with the practice's response to an abnormal result.
- **Nurse Procedure:** One nurse performed a blood test without wearing gloves.
- **Inappropriate A&E Referral:** One patient was directed to A&E for simple issues that A&E staff felt could have been handled at the surgery, potentially exposing others to Shingles.
- **Administrative/Pharmacy Issues:** A nurse struggled to locate a patient's test online. Another patient had difficulty retrieving medication from the specific pharmacy they were asked to use.

Logistical Issues

- **Outdated Equipment:** The car registration tablet was described as "state of the Ark" with a "diabolical screen," requiring a newer update.
- **Parking:** Parking was cited as either tight or a general problem.
- **Signage:** One patient reported being late for an appointment because there was **no prominent sign for the surgery**.

RESULTS OF A SUMMARY OF COMMENTS ON STAFF

Specific staff members and highly dedicated roles were frequently highlighted for praise throughout the sources:

Named Individuals

- **David** (Wellbeing Coach): David was praised as a lovely guy who was easy to speak to. Patients felt he helped them to "offload" and provided different options to look at. He was described as very calming and easy to talk to. He was also recognized as a skillful wellbeing coach with a unique set of tools who is able to identify areas in a person's thoughts and actions that can adapt to improve their mental health.
- **Ellie / Eleanor** (Nurse/HCA): Ellie was frequently commended for her professionalism, cheerfulness, and friendly demeanor. She was consistently described as a great nurse, very knowledgeable, and competent. Ellie was also noted for handling a blood test and weight check excellently, with care and a bit of light humor. Eleanor was specifically mentioned for being lovely and calming a patient, as well as saving them a second appointment by giving an injection.
- **Christie** (HCA): Christie was cited as being "a credit to your practise" and very caring and professional. He was knowledgeable, explained everything about tests thoroughly, and made patients feel comfortable.
- **Victor (GP)**: Victor was specifically thanked for allaying a patient's concerns regarding new medication.
- **Carol**: Carol was praised for being very professional, polite, friendly, and for explaining everything clearly.

Roles and Unnamed Staff

- **Student Doctor/Nurse**: A student doctor was described as lovely, easy to talk to, very thorough, and an asset to the practice. A final year GP student and a final year medical student observing were noted as knowledgeable and assessed a condition thoroughly. A Student Doctor was also called very helpful.
- **Nurses/HCAs**: Nurses were generally noted as efficient, friendly, gentle, and often putting patients at ease. One nurse was praised for being lovely, caring, and explaining everything clearly. One diabetic nurse was highlighted as being extremely good at her work and treating the patient extremely well. The nurse who administered an injection was called excellent.
- **Reception Staff**: Receptionists were consistently praised for their friendly, helpful, and professional attitude. One receptionist was called "a star" for helping with a redirected prescription, and others were noted for being friendly, smiley, and happy. They were praised for having the friendly, ready-to-help attitude from the time the patient walked in until they walked out.
- **Phlebotomists**: The phlebotomist was described as friendly and efficient. The woman who took one patient's blood was called "absolutely sweet" and proactive.