

Friends and Family Feedback – September 2025

Category: Very Poor / Neither Good nor Poor

Summary of Feedback

1. Prescription and Appointment Issues

- Patient seen by a locum doctor unfamiliar to them.
- Incorrectly printed prescriptions could not be processed electronically.
- Patient had to return prescriptions manually to the surgery.
- Appointment was unnecessary (duplicate consultation – administrative oversight).
- Locum doctor was polite and apologetic, but the patient remained unwell.

2. Reception and Communication Concerns

- Patient reported frustration after being told repeatedly to attend Specsavers for an eye issue.
- Felt receptionist was dismissive and not qualified to make clinical judgments.
- Confusion regarding the use of the practice email for photo submissions.

Key Issues Identified

Theme	Details	Impact
Prescribing process	Locum doctor/printer malfunction and incorrect prescription printing.	Delay in patient receiving medication; dissatisfaction with process.
Appointment booking	Administrative error led to an unnecessary appointment.	Time wasted for both patient and clinician.
Reception communication	Poor explanation of referral pathway (Specsavers), inappropriate tone ('bear with'), and unclear process for sending photos.	Patient frustration and perception of poor service.
Clinical continuity	Patient unfamiliar with locum doctor and previous appointment not reviewed.	Reduced patient confidence in care continuity.

Actions and Improvements

Area	Action	Responsible	Timescale	Outcome Measure
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Prescription management	Ensure all locum doctors are briefed on correct prescribing processes and electronic transmission setup before clinics.	Practice Practice/assistant/Manager	Complete d – printer issue fixed; ongoing monitoring	No repeat incidents of prescription printing failures.
Administrative checks	Review appointment booking procedures to ensure duplicate or unnecessary appointments are flagged and prevented.	Admin Supervisor	By end of Oct 2025	Reduction in duplicate appointment bookings.
Reception training	Review training on: <ul style="list-style-type: none"> • Appropriate language when speaking to patients • Explanation of community optometry (Specsavers) contract • When to escalate clinical 	Reception Lead	Training session by Nov 2025	Improved patient feedback on communication.

	queries to clinicians.			
Communication pathways	Update patient information on website and waiting area posters explaining: <ul style="list-style-type: none"> • When to use Specsavers for eye concerns • How to send photos securely via the practice email. 	Assistant Practice Manager	Nov 2025	Reduced patient confusion regarding referrals and email use.
Locum induction	Update locum induction pack to include key systems (printing, e-prescribing, clinical pathways, admin support).	Practice Manager	Immediate – ongoing	Smoother consultations and reduced errors.
Monitoring and learning	Review all Friends and Family Test feedback monthly and share learning points at	Assistant Practice Manager	Ongoing	Continuous improvement; feedback trends improving.

team
meetings.

Follow-up / Learning Shared

- Discussed at October 2025 staff meeting.
- Locum induction pack reviewed and reissued.
- Reception team scheduled for communication refresher training.
- Noticeboard and online messaging updated to clarify Specsavers referral process.

Status: In progress – expected completion November 2025.