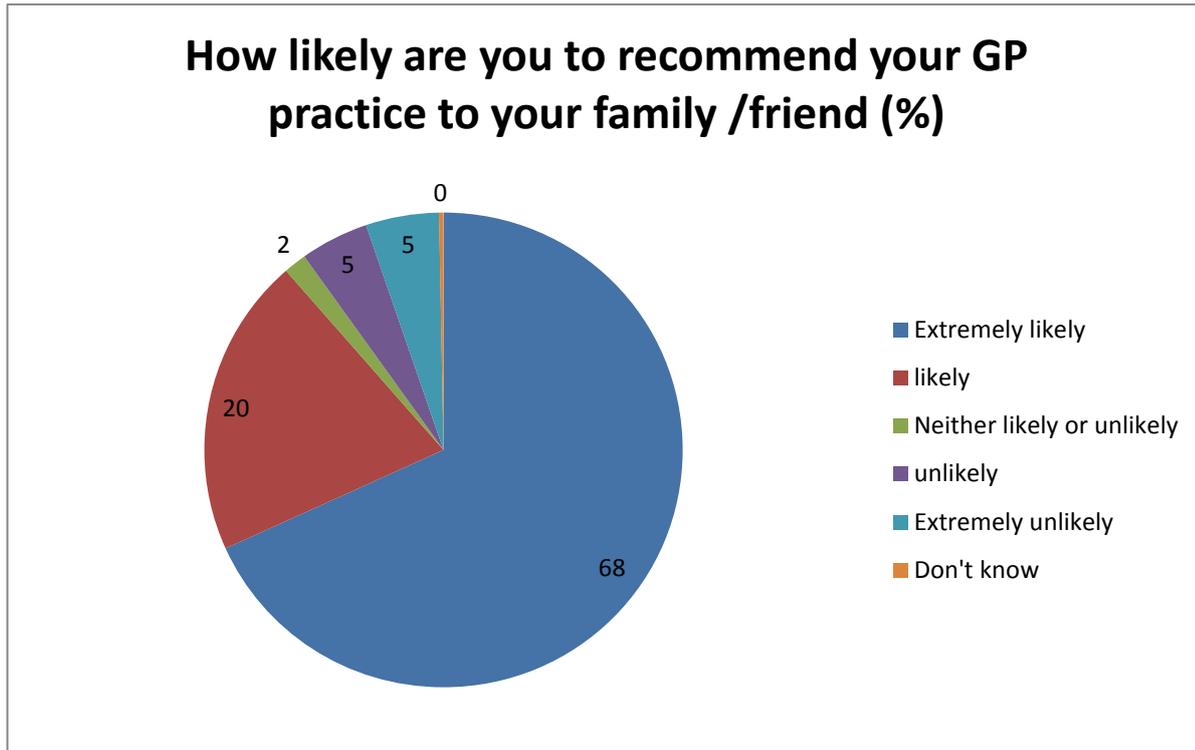


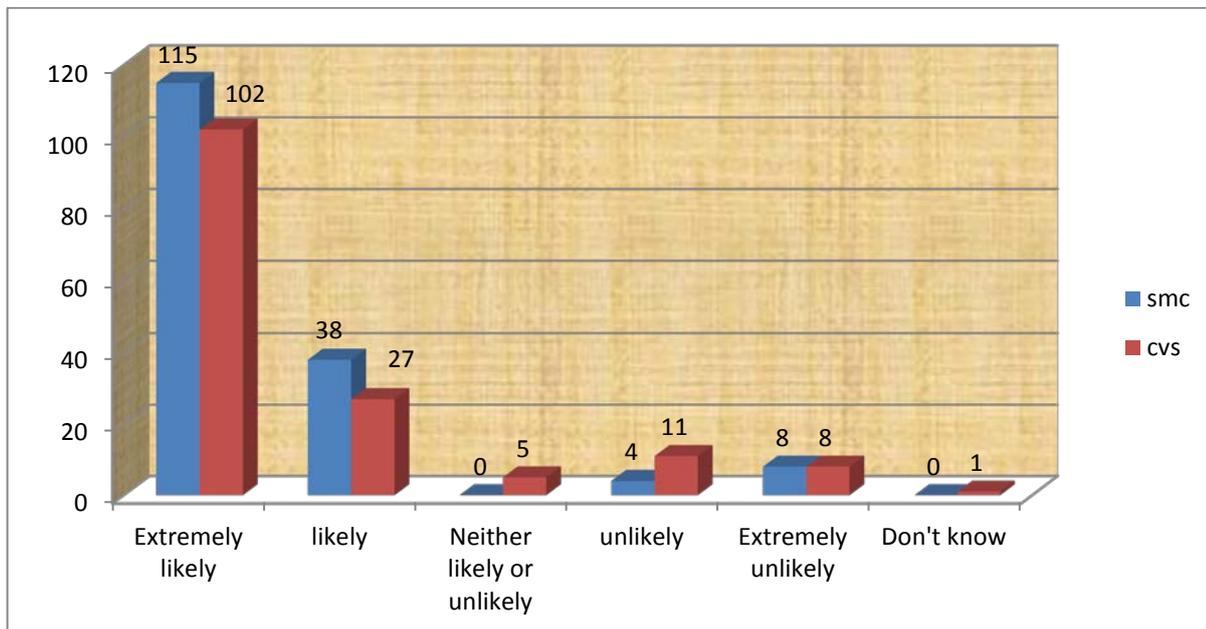
Friends and Family Test (FFT)

Based on their recent experience patients are asked whether they would recommend their practice to friends and family. The patient rates the practice on a scale from Extremely likely to recommend to Extremely unlikely to recommend. Data was collated from January. We have a box in reception at both sites Shaftesbury Medical Centre (SMC) and Church View Surgery (CVS) and receptionists encourage patients to complete the form. We purchased a software package to facilitate text reminders to patients and ease of cancellation via text from patients. As part of this package patients can also text in a response to the FFT.

Results



Comparison of number of results between SMC and CVS



Comments received from patients.

- I have been with this practice for over 30 years and have always found everyone very helpful towards me and my family
- Staff always try to deal with patients in a professional manner, show kindness and in the most trying circumstances of which I have sometimes witnessed.
- I have always found the doctors and nurses prepared to listen to what you are saying and they all seem very professional.
- Was really poorly and got seen that day.
- Good informative consultation - friendly staff. Lots of doctors
- Always dealt with efficiently at reception, on the telephone or when calling in. All the doctors given reassurance whenever I have an appointment.
- Responsive staff and GPs. do not have to wait if appointment required.
- Excellent doctors and nurses. A++++ receptionist
- Because the doctors are both caring and thorough
- Fantastic surgery and fantastic staff
- Always been treated very well good doctors at this practice
- 50 years a customer. Very happy.
- Good service
- Very good
- Excellent service
- Excellent service, I have always received 1st class service. Appt times are very well managed and I have never had a long wait. Staff are very friendly and helpful at all times and will go out of their way to help if they can, e.g. list of medication sent to a pharmacist in Spain when we forgot our drugs. In short, SUPERB!
- Helpful, no stress
- Because the reception are lovely and helpful :)
- Happy with the practice.
- Friendly, does not smoke
- Very friendly and helpful
- Practice was very clean and the staff were friendly
- No problems
- Very pleased with level of care.
- I am just happy with everything at the doctors and always say to people I wouldn't change docs.
- Good GP surgery. Polite staff. Happy to help at all times.
- Dr call back pretty quickly and fitted in for appt soon after if necessary.
- Always very supportive and welcoming come to this practice from birth, feel comfortable.
- Good doctors, just hard to get appts.
- Because I have never been asked to recommend a GP I think it's unlikely I will - it's a GP practice not a restaurant!