

Heathgate Medical Practice - Friends and Family Test (FFT) – cumulative results (2016/2017)

The FFT was introduced in Primary Care from December 2014, with the Practice promoting the survey on its website, via Practice newsletters and in both Practices. The results for the **12 months to 31st March 2017** are published below. The data for the previous 12 months is available in graph form also on our website.

Question 1

How likely are you to recommend our service to friends and family if they needed similar care or treatment?

Month, location and total respondents	Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
Poringland April (1)	1	0	0	0	0	0
Rockland April (2)	2	0	0	0	0	0
Poringland May (0)	0	0	0	0	0	0
Rockland May (0)	0	0	0	0	0	0
Poringland June (5)	5	0	0	0	0	0
Rockland June (0)	0	0	0	0	0	0
Poringland July (3)	3	0	0	0	0	0
Rockland July (0)	0	0	0	0	0	0
Poringland August (1)	1	0	0	0	0	0
Rockland August (1)	1	0	0	0	0	0

Poringland September (4)	2	1	1	0	0	0
Rockland September (0)	0	0	0	0	0	0
Poringland October (3)	3	0	0	0	0	0
Rockland October (0)	0	0	0	0	0	0
Poringland November (4)	3	0	1	0	0	0
Rockland November (0)	0	0	0	0	0	0
Poringland December (3)	2	0	0	0	1	0
Rockland December (3)	3	0	0	0	0	0
Poringland January (4)	1	2	1	0	0	0
Rockland January (0)	0	0	0	0	0	0
Poringland February (6)	4	0	0	1	1	0
Rockland February (0)	0	0	0	0	0	0
Poringland March (7)	4	0	0	0	0	3 All the same person
Rockland March (0)	0	0	0	0	0	0
9 month total of 34	35	3	3	1	2	3
	76%	6%	6%	2%	4%	6%

Comments for the month of April

- They have always been so good to me, especially the doctors.
- Excellent – very friendly always.
- Dr Ames has been a real help to my daughter through a difficult time after finding one of the other GPs rather more difficult to deal with, which she found disappointing bearing in mind their age similarities.

Comments for the month of May

- Nil

Comments for the month of June

- Have been with the Practice for nearly 30 years and have had wonderful treatment throughout. If you need an urgent appointment we have always received it. The doctors are all friendly and treat you as important.
- I have found Dr Ames to be caring and supportive to my mother.
- A fabulous surgery, reception team always helpful and polite. Caring doctors and thorough. A 5 star service. Thank you.
- Over twenty four years – always a warm greeting at Reception. All staff are courteous, professional and efficient.
- Dr Palframan continues to offer a fabulous service, although I have to book in advance to see him.

Comments for the month of July

- We have moved to Poringland from Norwich. What a difference this Practice is to the one we moved from. You care about us and we do not have to 'beat the appointment system'. Thank you.
- The dispensary ladies are great. They have helped me obtain the medication needed where the pharmacy could not.
- Dr Ames has helped me understand my condition.

Comments for the month of August

- I was pleased to read Dr O'Connell has become a Partner. She is a good Doctor.
- I have been a patient for over 10 years and only ever had great service.

Comments for the month of September

- On the whole I would recommend the surgery, however it is often difficult to get an appointment with the Doctor you want. I find the new information screen in the waiting room depressing and an intrusion.
- Always efficient and friendly.
- We value the care given by Dr Ames and Dr Carroll with our family.
- We think you should have some LGBT brochures in the surgery. I could not see any on display or on your website. The GP I saw was unable to help identifying my need. Your staff may like the brochures too.

Comments for the month of October

- Dr Meyerhoff has been really helpful with my mother. She has explained everything to do with her illness and medication.
- Friendly efficient staff.
- Excellent doctors, nurse practitioner and very helpful receptionists. Very pleasant environment. Always willing to help. Very good nurses and pharmacists. Very satisfied.

Comments for the month of November

- I have waited 30 minutes today for my booked appointment. The Doctor said sorry but it was a long time to wait. He had others waiting too.
- Amazing personal service from Dr Palframan. If it is a true emergency/crisis there is always an appointment made even if it inconveniences the Doctor. 1st class surgery.
- Please thank your receptionists for helping me today when my child was poorly – very well done.
- Whenever an urgent appointment is needed for my children they are seen. Good care.

Comments for the month of December

- Excellent surgery and staff.
- I am happy with the care I have received.
- My mum has cancer. Her appointment today was at 2.30pm and then changed to 2.50pm. She was seen at 3.10pm. Very disappointed as normally lovely and a great service.
- Receptionists and dispensary staff are friendly, patient and pleasant. The Doctors have time to listen and urgent appointments are available when necessary.

- There is a caring friendly professional and non-patronising ethos in the Practice which is shared by all members of the team. The Heathgate Herald Newsletter is informative and well presented.
- Why are you asking? All I want is a well-funded local Practice with friendly well trained staff (which we have now). I don't want a choice and I do not want a privatised NHS!

Comments for the month of January

- Mr Whiting helped me sort out the problems with my on-line ordering and booking appointments. He took time to explain how the system works.
- Please turn the music off. Classical yes but not this.
- They helped me find out the problem I had. They are likely to see whatever problem I have.
- When I was late, one of the doctors refused to see me and I heard the conversation with the receptionist. They were rude and I had to rebook with another doctor. The receptionist was very embarrassed to tell me this.

Comments for the month of February

- Dr Ames has been a very supportive Doctor for our family. This has been very appreciated by our family.
- We are very happy with the care we have received as a family. Doctor O'Connell is a lovely addition to the surgery.
- I have had surgery in the last 12 months for bowel cancer also a TURPS operation for prostate enlargement. Both successful.
- Since I started being a patient here in 2010, service has been improving. Now I find the Doctors are approachable, professional and accurate and comprehensive in their diagnoses. Sometimes the Receptionists are inconsistent in the information they provide but are on the whole friendly and efficient. Thank you for your services to me and my family.
- I would not recommend it because you cannot get an appointment and it has to be an emergency. To get an appointment you have to tell the Receptionist about it when I think it is private if you need to see a Doctor.
- Personal comment received regarding a private matter and a named individual. **Practice response – we have followed this up with the patient who provided their name.**

Comments for the month of March

- I have had 20 years of excellent treatment and service from all the staff at the surgery. I have always felt very confident about the care and advice I have received and have found everyone extremely helpful and efficient. I am very grateful.

- Always available, friendly and positive service. Lovely people.
- I can mostly have continuity. I am very happy and comfortable with Doctors advice and help. Reception staff could not be more welcoming. I wish I was able to have my prescriptions from the surgery. I no longer have confidence in the local pharmacy.
- But Doctor XX needs to run on time and apologise when he runs late.
- Great welcome. Thank you Fiona for arranging bloods. Still do not like the welcome posters about lost time. What is the underlying reason for this? That interests me.
- Not a very good welcome here these days. No names of staff given when you ring. NHS lost hours is not a good welcome.
- Sharon (nursing) great blood support. Pharmacy – Christine, Kerry and Anna always service with a chat and a smile.

The Practice reviews these results monthly and considers them when reviewing services. Where patients have provided their contact details and there are specific comments that we feel warrant further investigation, we will look to contact the patient direct.