

Friends and Family Test results – April 2019

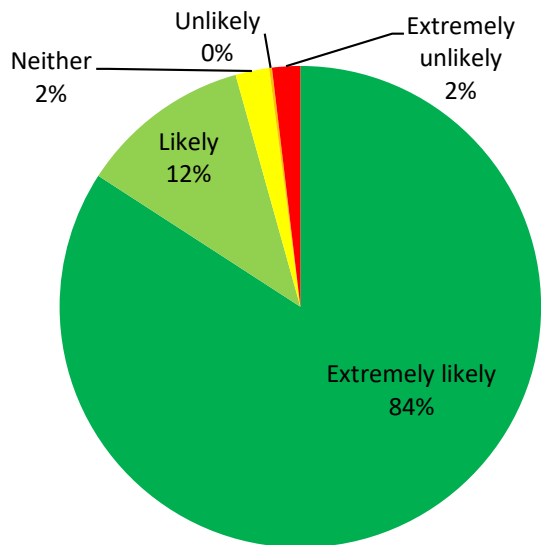


Last month we received **492** responses to our 'Friends and Family Test'.

Question: "How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?"

Your response: **92%** of you said that you are likely or extremely likely to recommend us.

We try to look in detail each month at the comments to see if there is anything we can change to improve and feed these back here, unless the patient has stated that they do not wish us to share this information.



Positive comments

- Doctors listen to you and have your best interests at heart.
- Very impressed with the annual care and support planning.
- Experience of the practice generally, and recently very considerate care at a time when it's clear there's very great pressure on the system.
- Online booking allowed me to spot an earlier appt, so I was seen in two days. Rapid but thorough consultation including review of previous occurrence three years ago.

Areas for improvement

"Doctors were great. Not a massive fan of the triage system"

- **Unity Health response:** The vast majority of our patients are extremely positive about the triage appointment system, in particular that you can speak to the doctor before coming in and potentially avoid wasting time. As a practice, we strongly believe this is the most efficient use of our GP's resource, and is increasingly used in GP surgeries across the country.

"Long wait time, 30 mins after my appointment"

- **Unity Health response:** On occasion there are unforeseen circumstances – such as emergencies when an ambulance needs to be called which may therefore lead to a clinic running behind. If you have been waiting at reception for 20 minutes beyond your appointment time, please talk to reception in order that they can investigate this.