**Henley-in-Arden Medical Centre**

**The Friends and Family Test Results FEBRUARY 2020**

The NHS Friends and Family Test is a quick and simple way of collecting patient feedback to improve services.

During FEBRUARY we received 15 completed patient feedback cards.

When asked **“How likely you are to recommend our GP practice to friends and family if they needed similar care or treatment”**, **14 out of 15** patients who replied said ‘**Extremely likely’** the remaining **1** patient said **‘likely’.**

We received some lovely comments from these patients when asked **‘What are we doing well?**’ including:

* Seen quickly for appointment and subsequent 2nd appointment
* Friendly and relaxed appointment. Appointment & out of hours works well
* The doctors care and want to help
* Very helpful, friendly and courteous
* Pam the new nurse
* Amanda C at the medical centre has been so helpful and makes me feel relaxed with all her help
* Wonderful nurse – really helpful
* Tracey – Nina – Gabby - brill
* Greeting patients, making appointments
* Very helpful, pleasant
* Friendly reception staff, nice doctors
* Everything
* Helpful, friendly, accommodating
* Everything
* Reception

Some comments we received in answer to the question **‘How can we improve?’** are:

* You can’t
* Nothing – Penny & Sarah are fantastic
* Nothing she is amazing (Pam)
* Can’t
* Nothing
* Hours open / flu clinics

***Surgery comment:***

* Telephone could be answered a little more quickly

***Surgery comment:***

*We endeavour to answer all calls as quickly as possible. Sometimes just due to the sheer volume this can take longer. One option patients have is to register for online access. This gives you the option to do so much more from the comfort of your home at a time convenient to you. Patients can order prescriptions, book and amend appointments, obtain test results and view their medical records. With more patients taking advantage of this option we hope this will relieve some pressure on the telephone lines for instances that are unavoidable.*

*Within the next month or so we will also be introducing another method of communication by way of e-consultation. This will give patients the opportunity to communicate with the practice electronically and will again lead to reduced telephone traffic and delays in answering calls.*

* Less waiting times – only 15 mins late!

***Surgery comment:***

*We appreciate and apologise for delays that occur from time to time. Unfortunately, due to the nature of the work, delays are often completely unavoidable however, all clinical staff are very conscious of appointment times and do their best to minimise delays.*

* Admin – not received letters/updated address

***Surgery comment:***

*Without more information it is difficult to provide feedback on this comment. We try to ensure all patient identifiable information is updated in line with patients’ advice. We would enforce that it is extremely important for patients to inform us if any contact information changes, including mobile telephone numbers.*

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Feedback cards are readily available throughout the surgery for completion by any patient who has contact with our service. Please feel free to add your comments in order to help us improve our service.

The Friends and Family test results will be published on our website:

<http://www.henley-in-ardenmedcntr.co.uk>.

**We would like to thank everyone who took the time to complete one of our feedback cards.**