**Henley-in-Arden Medical Centre**

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

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

During JANUARY we received 12 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”**, **11 out of 12** 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:

* Prompt / polite / efficient
* Everything ( Tracey is amazing so helpful)
* Brilliant at taking blood Sarah Jane
* We have experienced nearly all of your departments and they are excellent
* Dr Briggs was very good
* Kind and friendly, explained everything really well
* Polite & professional & happy
* All receptionists very kind, ditto doctors & nurses. Sarah Jane & Jacquie brilliant at bloods
* New patient extremely pleased with service
* Across the board, excellent service

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

* Nothing
* Can’t
* Just keep up the high standard
* Not sure
* Late evening appointments

***Surgery comment:***

*Evening and weekend appointments are now available from South Warwickshire GP+.*

*The service offers appointment from 6 Hubs throughout Warwickshire. Appointments can be made via our reception. For more information, please visit the ‘Surgery Times’ section of our practice website.*

* More phone lines and tea machine

***Surgery Comment:***

*We appreciate that contacting the surgery by telephone can be difficult especially at peak times such as 8.30am and 2.00pm. The surgery offers patients the opportunity to register for online access to their medical records. This then gives you the opportunity to access appointments, order medication, view test results and more at a time convenient to you without any barrier of telephone access. For more information on how to apply for access please visit our practice website.*

*Regarding a tea machine, unfortunately we feel that our waiting room is rather space limited and housing such a machine would not be the most appropriate use of that space.*

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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.**