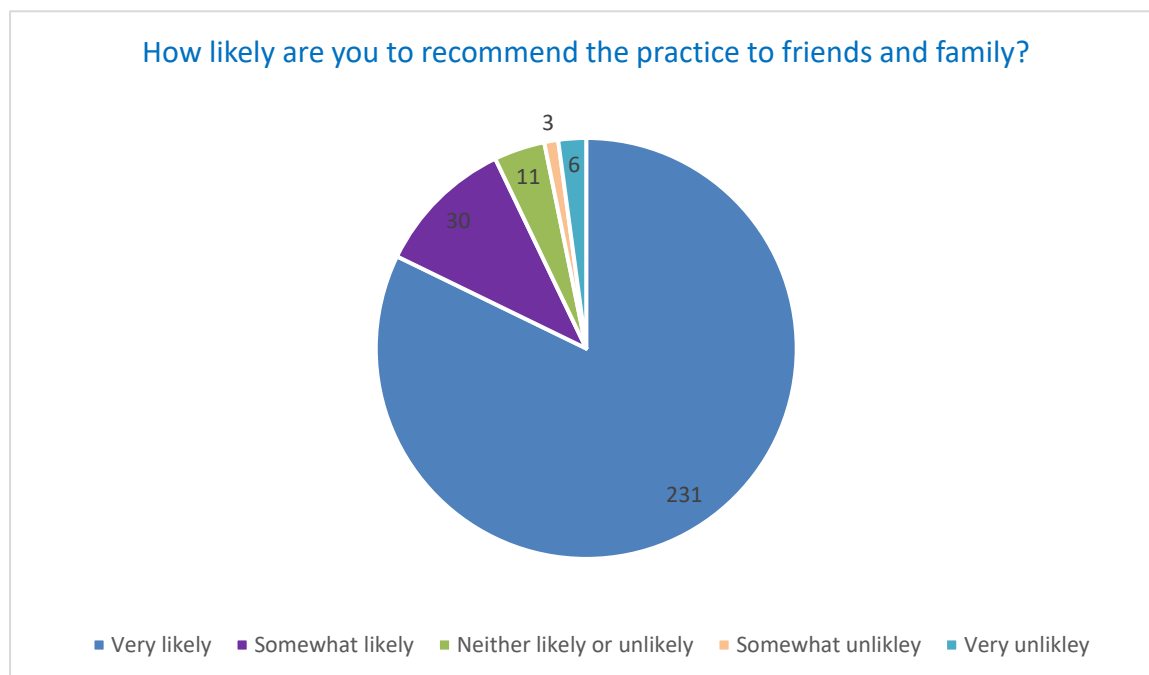


Friends and Family Questionnaire – January 2024

We are listening to your feedback



This month we received **280 anonymous responses** following your appointments at the surgery. **231** of these patients are **very likely** to recommend the practice to friends and family. Please see results below:



You have been giving us feedback on your care and treatment. Here's what happened

Some of the 231 positive responses:

"I've always received excellent care and attention from GHMC, I really can't fault them"

"So polite and friendly. Excellent GP Practice"

"As always very professional, caring and reassuring"

"I had an issue with my health I explained to receptionist and saw a GP. Both reassuring and necessary to have been seen"

"As always everyone is kind and helpful and we are not rushed during the appointment. We are very pleased to be patients here"

"My visits have been consistently positive and productive but special mention should be made of the proactive and thoughtful approach of all who work there – receptionists, nurses and doctors. Having moved from another surgery recently (with some ongoing health issues), I feel in safe hands and more so than I did before. Thank you!!"

Our response- We appreciate the time you take to complete this feedback so we can improve our services in the future. Thank you for the kind comments.

Suggestions for improvement:

"I do not understand why the receptionists need to know about my symptoms. If I want to see my GP the receptionist shouldn't need to ask for details and give an opinion. If I say it is confidential then that is enough of a reason"

We're listening and this is what we're doing: Due to the pressures of general practice, our Patient Service Advisors are trained to sign post patients to the most appropriate care. There are a range of services that patients can be signposted to that may be more appropriate for a patient than seeing the doctor. For example physiotherapy, Minor Eye Condition Services and referrals to Community Pharmacy Consultation Services.

"Unaware it was a telephone appointment which appeared waste of time on both sides, because it had to be face to face later on. Don't think telephone appointments/consultation is suitable approach in medicine diagnosis."

We're listening and this is what we're doing: We apologise you weren't aware of the telephone call appointment, we do endeavour to make sure patients are aware that the doctor will be phoning them, unfortunately we are only able to advise if the phone call will be in the morning or afternoon, rather than a specific time. We find that some patients do prefer a phone call as it is more convenient if trying to get advice whilst at work for example. If however when a doctor speaks with a patient they feel that the patient needs to be seen in person then a face to face appointment will be arranged.

"Waited 4 weeks to have my knees injected which impacted greatly no appointments from before Xmas to 22nd January"

We're listening and this is what we're doing: We are sorry to hear that you were not satisfied with the length of time you waited for an appointment. If a patient feels they need to get advice sooner then we would advise that a patient contacts the Surgery to be added to the duty list for same day advice. It might be that if a sooner appointment isn't available that the duty doctor could prescribe some painkillers that would help with any discomfort until the arranged appointment.

"I was not happy when I attended an appointment with the nurse for my cervical smear. I explained to the nurse that I didn't want this procedure because of my previous experience"

We're listening and this is what we're doing: We are sorry to hear this. We do have a duty of care to all our patients and have to invite patients in for any appointments they are due. If you do not wish to have a smear then there is a disclaimer you can fill out so that it is clear on record that you do not wish to have this check in future. Please contact the Surgery so we can let you have the disclaimer form.

