**Greet Medical Practice**

**Patient FFT survey report April 2021 till March 2022**

**Based on the information received by our patients from the FFT survey that we distributed we have calculated data and have looked at the overall experience of the patients at the practice.**

**This report is based on the following data that we have collected**

* **Friends and Families Survey data**

**The practice strives to achieve better patient experience and satisfaction and continues to work on any areas that require improvement. From the feedback, we have established improvement points and are continuously working towards improving the service we offer to our patients.**

**We have a very transient list with a high ethnic minority population, we aim to provide a high quality of service according to our patient’s needs, and the survey is a crucial part of this as the feedback helps us to better understand how we can improve our services. It also provides a better understanding and relationship between the primary care staff and the patients.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Extremely Likely | Likely | Neither likely or unlikely | Unlikely | Extremely unlikely | Don’t Know |
| 211 | 125 | 24 | 21 | 27 | 2 |

**COMMENTS AND FEEDBACK**

The following comments are from patients who indicated that they were happy for these to be made public. All comments are included in their entirety but all attempts have been made to remove details, which could identify specific patients or practitioners.

**Positive Comments**

* Helpful staff & admin staff doctors are friendly & good communication all around
* The staff are lovely make me happy
* Very good, always try to meet our needs, very satisfied & supportive
* Fast & Effective service
* The consultant nurse was friendly and understanding made me comfortable

**Comments based on areas of improvement**

* Doctors are good at this practice however; it can be difficult to get an appointment
* Long wait for blood test and delay access to phone
* Urgent appointment for children in the evening after school
* Setting up appt system via phone call 8:30am the busiest time of the day for everyone

From the above comments, we can see that patients find the practice provides helpful staff, good customer care and efficiency in treatment. Patient are extremely likely and likely to recommended the surgery to other individual based on the data that we have collected in our FFT questionnaires.

Besides this, there are still areas that we can improve on to continue to strive to achieve better patient experience and satisfaction.

•**COVID-19** **Telephone Consultations on the day** – The appointment system has now changed to telephone consultations due the current pandemic. This is to reduce the risk of spreading the infection and to keep patients and staff safe. Patients have been notified in the PPG meeting and have been sent out SMS messages to inform them of this change.

•**More staff** – We have now got more staff to answer the telephones at busy times. This will help the number of telephone calls answered during the day and improve the quality of the phone system

•**New telephone system** / **OPTION 1 Added** – the practice has a new telephone system in place. The system has a call waiting option to improve accessibility for patients calling the practice. We have also introduced a separate line for ordering repeat medication via option 1. Patients call the surgery number and select option 1 to order medication via the Smart care team, the medication will then be sent to their nominated pharmacy.

**IPLATO –** The practice has introduced a new SMS systems in which allows us to text patients and informs them of any services they are due for as well as send reminders for their appointments. This improves the communication between the practice and patients.

**Action plan**

* Continue to update patients on any changes to the appointment system
* Continue telephone/video consultations
* When booking appointments to inform the patient of the procedure and waiting times
* Look into increasing face to face
* Communication within staff
* Supporting for mental health issue to staff and patients
* Supporting vulnerable patients ref to social prescribers
* Health check by telephone consultation
* Improve online access for patients
* Make information more accessible to patient by using the practice website
* Self-help / referrals to be updated on the practice website
* Continue PPG meetings