**Greet Medical Practice**

**Patient FFT survey report April 2022 till September 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** |
| 108 | 67 | 2 | 2 | 2 | 1 |

**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**

* My experience was good and the nurse was very helpful and kind
* Service was very friendly, professional and was well looked after.
* Very good GP, nurse and staff
* Fast & Effective service
* Everything in order

**Comments based on areas of improvement**

* Long waiting time for HCA
* Difficult to get appointment sometimes same day
* Staff not to helpful at times
* Telephone lines busy morning times

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.

•**More staff** – We have now got more staff to answer the telephones at busy times e.g. morning. This will help the number of telephone calls answered during the day and improve the quality of the phone system. Queue system has been changed to hold up to 15 calls in line.

**Appointment** - Ensuring that patients are not waiting for a long time for their appointment. Booking appointments now to access extended hour’s clinic run by smart care/Urgent care. Additional help is also advised to the patients for their care such as pharmacy and walk in centres. After half 6 they can use out of hours service. In PPG meeting we do discuss the offers availability when it comes to appointments. Practice is now offering further appointments in order to ensure all patients wishes and needs are met.

**OPTION 1 Added** –. We have also introduced a separate line for ordering repeat medication via option 1. Patients call the surgery number and select option 1 &2 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. From April to September 2022 we have 124 Responses. By allowing patients to communicate with us how they found there experience we are able to learn from the feedback and ensure better service is given for the future and what areas we need to improve on.

**Action plan**

* When booking appointments to inform the patient of the procedure and waiting times
* Communication within staff
* Supporting vulnerable patients ref to social prescribers
* 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
* Timekeeping training
* More staff training on how to deal efficiently