

Fairfield Surgery Results Friends and Family Test 2015

All patients are able to complete the friends and family test. The anonymous questionnaires and the collection box are situated in the waiting room under the Patient Participation group notice board.

Results and comments as follows are reported to NHS England each month.

The question asked is: ***How likely are you to recommend our GP practice to your friends and family if they needed similar care or treatment?***

Options	Results	Comments
Jan 2015		
1)Extremely likely	20	<ul style="list-style-type: none"> • Very caring surgery • Efficient service • Staff and GP very helpful
2)Likely	0	
3)Neither likely or Unlikely	0	
4)Unlikely	0	
5)Extremely unlikely	0	
6)Don't know	0	
Feb 2105		
1)Extremely likely	30	<ul style="list-style-type: none"> • Long waiting times for appointments • Patients are actually listened to • Receptionist was helpful and solved problems • Best GP's I have ever had
2)Likely	2	
3)Neither likely or Unlikely	0	
4)Unlikely	0	
5)Extremely unlikely	2	
6)Don't know	0	
March 2015		
1)Extremely likely	17	<ul style="list-style-type: none"> • Always feel at ease lovely lot of doctors • Receptionist, nurse and Doctors all responded to my urgent request quickly and sympathetically • Slow service • Very long waiting times!
2)Likely	2	
3)Neither likely or Unlikely	1	
4)Unlikely	0	
5)Extremely unlikely	1	
6)Don't know	0	
April 2015		
1)Extremely likely	1	<ul style="list-style-type: none"> • Excellent practice • Reception excellent, not all GPs have the friendly touch we have lost some excellent GPs. • Long waiting times i.e. 35 and 45 mins • Had to phone at 8am to get an appt couldn't book in advance!
2)Likely	0	
3)Neither likely or Unlikely	3	
4)Unlikely	2	
5)Extremely unlikely	0	
6)Don't know		
May 2015		
1)Extremely likely	2	<ul style="list-style-type: none"> • Not happy about new appt system, ringing at 8am makes it difficult to get to work. No extended hours. Departure of Jane Woodgate major loss • No drop in or Saturday morning service • Was seen very quickly and looked after very well • Have always found treatment and friendliness very good
2)Likely	1	
3)Neither likely or Unlikely	0	
4)Unlikely	3	
5)Extremely unlikely	0	
6)Don't know	0	