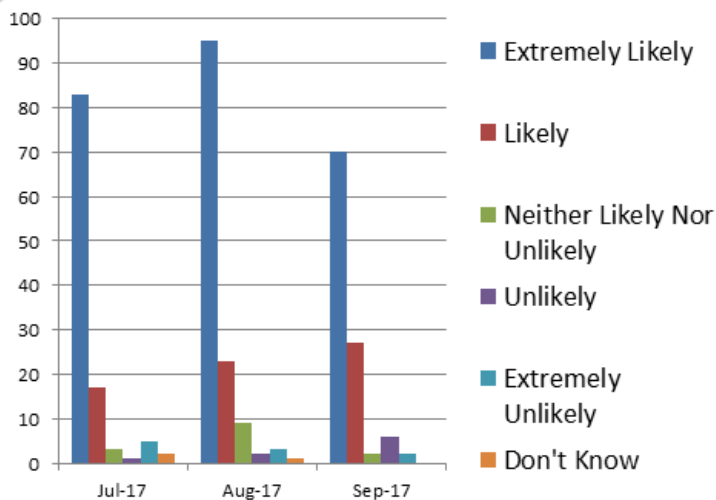


Friends & Family Test Results: July - September 2017

A total of 351 responses were received!



Summary Of Feedback From Patients

Positive areas	Negative areas
Staff helpful/friendly/efficient	Surgery often running late
Good/excellent service	Long wait times for appointments
Patient felt valued	Receptionist not polite enough
Caring/understanding GPs & nurses	Not enough privacy while talking to receptionists in the surgery

Some Comments Received From Patients

- ◆ Was great to be able to book an appointment the same week. Thank you.
- ◆ I always feel valued as a patient and the service I receive is always appreciated.
- ◆ Best doctors surgery I've ever been to.
- ◆ Very good service by all staff.
- ◆ I am most grateful to you all for your help, efficiency, kindness and thoughtfulness.
- ◆ I ALWAYS recommend Atrium Health Centre!
- ◆ Doctors and staff all good, helpful and friendly.
- ◆ I think we are extremely lucky with the service our surgery provides.

July

Of the 20 comments received:

- 65% were positive
- 25% were negative
- 10% were neutral

August

Of the 18 comments received:

- 56% were positive
- 22% were negative
- 22% were neutral

September

Of the 16 comments received:

- 50% were positive
- 31% were negative
- 19% were neutral

Practice Action Points

Ensure patients feel that their concerns are heard and understood correctly and to continue to offer a caring, empathetic approach.

