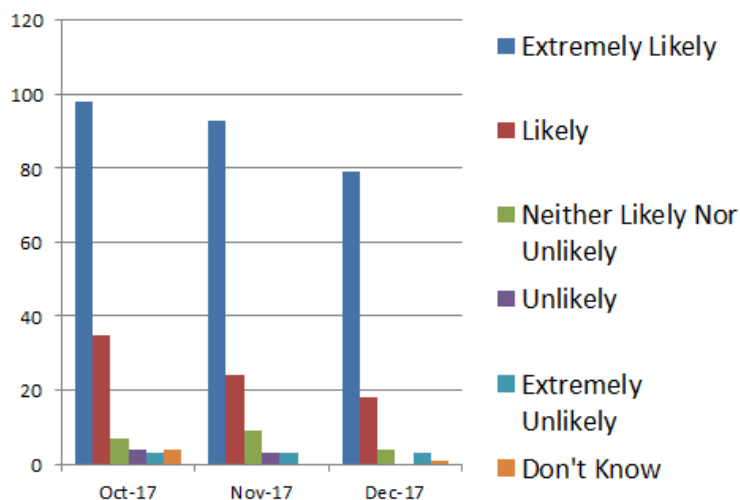


Friends & Family Test Results: October - December 2017

A total of 388 responses were received!



Summary Of Feedback From Patients

Positive areas	Negative areas
Professionalism and empathy	Can be difficult to get appointments
Kind and caring clinicians	Long time in waiting room to see GP
Staff friendly, helpful, polite	Difficult to get through on telephone
GPs and nurses compassionate, thorough and understanding	Too warm in Atrium upstairs waiting room on one occasion

Some Comments Received From Patients

- ◆ As always, tremendous professionalism combined with respect, care and kindness.
- ◆ I am always delighted with Crossways service. We are lucky to have you all.
- ◆ I am very happy with service and kindness to my mother and myself.
- ◆ All the staff are very helpful.
- ◆ The pharmacist staff at Crossways are amazing, friendly and so helpful.
- ◆ I have always had good service from the Atrium.
- ◆ The doctor made me feel valued and cared for properly.
- ◆ I can never praise the surgery highly enough for your friendliness and helpfulness.

October

Of the 23 comments received:

70% were positive

13% were negative

17% were neutral

November

Of the 21 comments received:

67% were positive

24% were negative

9% were neutral

December

Of the 19 comments received:

58% were positive

26% were negative

16% were neutral

Practice Action Points

If a GP's or nurse's clinic is running late, reception staff to let patients in the waiting rooms know the approximate extra time they will need to wait.

