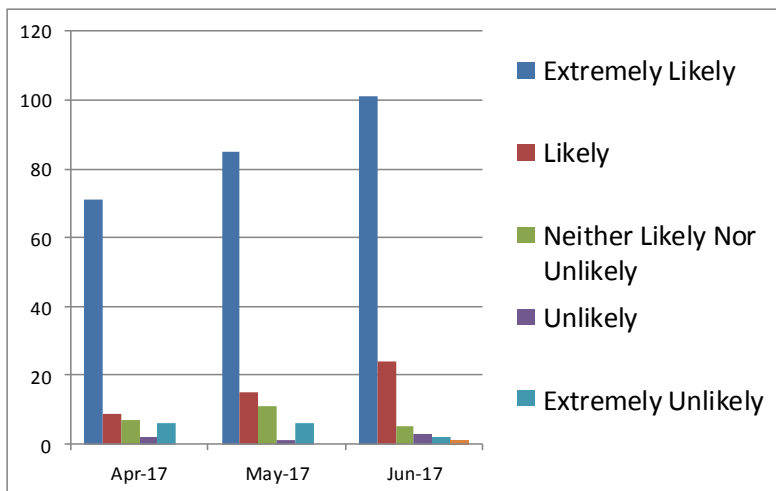


## Friends & Family Test Results: April - June 2017

A total of 349 responses were received!



### Summary Of Feedback From Patients

Positive areas	Negative areas
Helpful, friendly, caring staff	Long wait to collect prescriptions
Nurse thorough and friendly	Service can be slow
Patient and professional GP	Difficulty making appointments to be seen by GP every 6 weeks
Pleased with overall service	Receptionist's manner cold, not a good atmosphere

### Some Comments Received From Patients

- ◆ Excellent service with a very competent doctor.
- ◆ I feel very fortunate to be looked after by all at the Atrium Health Centre.
- ◆ Pleasant and helpful reception staff on duty this morning.
- ◆ There always seems to be a long wait to collect prescriptions. The prescriptions seem to take some time to find in the room on the left.
- ◆ I have always been very pleased with the service at Crossways.
- ◆ Very happy with the service. Staff are really helpful. The doctors are brilliant.
- ◆ Very friendly staff on reception and helpful. Doctors take time and listen to you and provide good service.

### April

Of the 25 comments received:

- 72% were positive
- 24% were negative
- 4% were neutral

### May

Of the 19 comments received:

- 63% were positive
- 26% were negative
- 11% were neutral

### June

Of the 26 comments received:

- 84% were positive
- 12% were negative
- 4% were neutral

### Practice Action Points

Reception to ensure that they remain friendly with a caring approach to create an atmosphere where patients feel valued and re-assured.

Dispensary to continue to process prescriptions within 72 hours so that they are ready when patients arrive to collect their medication.

