

# Bridport Medical Centre FFT Comments and Response

## Spring 2015

### FRIENDS AND FAMILY TEST – WHAT OUR PATIENTS TOLD US

**PLEASE TELL US WHY YOU FEEL THAT WAY ABOUT OUR PRACTICE?**

<b>WOULD RECOMMEND</b>	
10/12/2014	Highly recommended.
24/12/2014	<p>Staff always helpful and courteous. Can usually get an appointment when I need one - if it is an emergency and I'm not fussed about which Doctor / Nurse Practitioner I see I am able to get an appointment within 24 hours.</p> <p>The online repeat prescription and appointments service is very useful. When I hear stories of other GP practices in the news where people have to wait in excess of a week for an emergency appointment, I consider myself and my family very lucky to belong to Bridport Medical Centre.</p>
05/01/2015	<p>Always helpful and I get practical advice when needed. I can ask questions and get proper answers.</p> <p>Reception makes an effort to get help and appointments.</p>
13/01/2015	Brilliant.
14/01/2015	Dr (named) is a very good and patient and friendly.
31/01/2015	I always receive good advice and treatment from all the staff at the Medical Centre, Doctors, Nurses and Receptionists.
18/02/2015	Good care. Courteous staff. Not always easy to get through to book an appointment but worth waiting for. On the other side of town for me, so I have to drive or take a taxi.
19/02/2015	HIDE – patient did not wish comment to be made public
20/02/2015	HIDE – patient did not wish comment to be made public
03/03/2015	Would be absolutely great if you could ring for results within a bigger window. Much more helpful for those working full time.

<b>NEUTRAL</b>	
06/03/2015	Always difficult to get appointments. I'm never available to ring at 8.30 am in the morning, therefore have trouble even booking in for the same day.

<b>WOULD NOT RECOMMEND</b>	
11/02/2015	We have to wait a long time
11/02/2015	We have to wait
13/02/2015	Always later

## FRIENDS AND FAMILY TEST – WHAT WE HAVE DONE

The team were extremely pleased with the results from the first quarter. 90% of respondents “would recommend” the practice to their Friends and Family. It was Eilish who was responsible for pressing the “unlikely to recommend” button in December when she was battling to remove the device from the wall!

### **Our response to the comments**

We take any constructive comments on board and are looking to implement the following in 2015/16:

**Test Results.** Our two administrators who are responsible for giving patients results are also responsible for many other back office activities including registration of patients and child protection administration as well as handling up to 120 calls per day. We will be working with them to agree a wider window for obtaining results and aim to test this in May.

**Getting through on the phone.** We have installed a monitoring system which lets the reception staff know how many patients are waiting in the queue to be answered. It also has an audible alarm when callers are waiting over 3 minutes. We are monitoring call handling (call length, unavailable times) on an ongoing basis and will be able to review working practices and make changes to the way calls are handled, if necessary.

**Online services.** We hope to widen the uptake of these services

**Access to appointments.** The Practice felt the only way forward to improve access to appointments was to “reshape” demand in order to ensure the best use of resources and enable the patient to be seen by the most appropriate clinician, within a reasonable timescale, according to their need. Dr Finucane is currently devising an Acute Service which will address urgent needs and reduce the pressure on routine appointments. The new recorded telephone message is the first step in the sign posting process.

**We will keep you updated on progress**