

## Patient Comment Card Summary 2018

Date	A Selection of Patient Feedback	Comments/Improvement
<b>January 2018</b>	<b>Total received = 944</b> <b>Recommend to friends and family: 557 =Extremely likely, 304 =Likely, 65=Neither, 8=Unlikely, 10 =Extremely Unlikely</b>	
	<i>Vernon Street chairs in waiting room are disgusting.</i>	Vernon Street high backed chairs have been removed January 2018. We replaced these with new wipe over chairs with arm rests.
	Care Co-ordinator is a friendly face, general attitude s sensible and kind.	
	All my equipment has arrived, very pleased. Thanks for the Care Co-ordinator's help.	
	Ripley Autism Service have accepted and enrolled my son onto some courses and activities. Thank you to the Care Co-ordinator.	
	Finally got to see podiatry – thanks to you your input. Thank you to the Care Co-ordinator.	
<b>February 2018</b>	<b>Total received = 944</b> <b>Recommend to friends and family: 512 =Extremely likely, 325 =Likely, 89 =Neither, 9 =Unlikely, 9 =Extremely Unlikely</b>	
	Excellent, within 40 minutes I had the antibiotics I needed. Made contact over the phone.	
	The Surgery gives good customer service. Well done!	
<b>March 2018</b>	<b>Total received = 969</b> <b>Recommend to friends and family: 527 =Extremely likely, 328 =Likely, 95 =Neither, 12 =Unlikely, 7 =Extremely Unlikely</b>	
	<i>Had to wait 4 weeks for an appointment and I had to go to the walk in centre as very poorly</i>	The Practice offers urgent on the day appointments and our receptionists are now asking patients for a brief description of their problem, to be able to signpost them to the most appropriate care in the quickest way.
	Receptionist went out her way to sort numerous queries I had. She was very polite and not medically invasive.	
<b>April 2018</b>	<b>Total received = 1058</b>	

	<b>Recommend to friends and family: 591 =Extremely likely, 354 =Likely, 94 =Neither, 12 =Unlikely, 7 =Extremely Unlikely</b>	
<b>May 2018</b>	<b>Total received = 1083</b> <b>Recommend to friends and family: 581 =Extremely likely, 361 =Likely, 120 =Neither, 12 =Unlikely, 9 =Extremely Unlikely</b>	
	Excellent as usual, GP was great!	
	<i>Advanced appointment system does not cope. Too long a wait for an appointment.</i>	The Practice is in the process of updating its appointment system. We are making changes to enable more pre-bookable appointments along with balancing the urgent on the day demand.
<b>June 2018</b>	<b>Total received = 1045</b> <b>Recommend to friends and family: 575 =Extremely likely, 341 =Likely, 116 =Neither, 8 =Unlikely, 5 =Extremely Unlikely</b>	
	Dr was excellent as usual	
	<i>Less technology at reception</i>	The Patient check-in screen has been installed to enable our Receptionist to have more time to deal with complex issues on the front desk.
<b>July 2018</b>	<b>Total received = 972</b> <b>Recommend to friends and family: 515 =Extremely likely, 349 =Likely, 91 =Neither, 9 =Unlikely, 8 =Extremely Unlikely</b>	
	GP was excellent	
	<i>Could the Practice install a water dispenser in the hot weather</i>	Patients should consider and provide their own refreshments as they require
<b>Aug 2018</b>	<b>Total received = 990</b> <b>Recommend to friends and family: 534 =Extremely likely, 315 =Likely, 122 =Neither, 13 =Unlikely, 6 =Extremely Unlikely</b>	
	<i>More availability to see Doctor for general appointment</i>	The Practice has amended its appointment system. An urgent on the day triage telephone consultation process has been implemented alongside recruiting 2 Nurse Practitioners; thereby improving the balance between urgent on the day and pre-bookable availability.
	Nurse was excellent , professional but friendly and helpful	

	<i>Pictures of the doctors on the wall would be helpful</i>	Consensus of opinion has been gathered from staff/clinicians within the Practice; the majority did not wish to provide consent for photos
	The doctor was fantastic, the best doctor we have had in years.	
<b>Sept 2018</b>	<b>Total received = 738</b> <b>Recommend to friends and family: 399 =Extremely likely, 244=Likely, 80=Neither, 9=Unlikely, 6=Extremely Unlikely</b>	
	Nurse was very good as usual	
	Receptionists manners and professionalism were perfect	
<b>Oct 2018</b>	<b>Total received = 1156</b> <b>Recommend to friends and family: 653 =Extremely likely, 350 =Likely, 125 =Neither, 17 =Unlikely, 11 =Extremely Unlikely</b>	
	The doctor was professional, listened intently and involved me in my care by asking questions	
	<i>More toys and books for children in the waiting area</i>	The old toys were removed taking into consideration health and safety.
	Receptionists were very polite and helpful	
	<i>Rubbish appointment system</i>	The Practice has amended its appointment system. An urgent on the day triage telephone consultation process has been implemented alongside recruiting 2 Nurse Practitioners; thereby improving the balance between urgent on the day and pre-bookable availability.
<b>Nov 2018</b>	<b>Total received = 1192</b> <b>Recommend to friends and family: 630 =Extremely likely, 403 =Likely, 140 =Neither, 10 =Unlikely, 12 =Extremely Unlikely</b>	
	Fantastic service	
	Nurse was excellent, lovely manner and very helpful	
	<i>Online appointments are few and far between</i>	A balance has to be maintained between urgent and pre-booked appointments along with patients who do / do not have access to internet facilities.
<b>Dec 2018</b>	<b>Total received = 814</b> <b>Recommend to friends and family: 329 =Extremely likely, 367 =Likely, 104</b>	

	<b>=Neither, 6 =Unlikely, 8 =Extremely Unlikely</b>	
<b>Years Summary</b>	<p>Total received = 11,900</p> <p>Recommend to friends and family:</p> <p><b>6403 (54%) =Extremely Likely</b></p> <p><b>4121 (35%) =Likely</b></p> <p><b>1151 (10%)=Neither</b></p> <p><b>125 (1%)=Unlikely</b></p> <p><b>100 (0%)=Extremely Unlikely</b></p> <p><b>0 (0%)=Don't Know</b></p> <p><i>Includes results received through our text message service</i></p>	<p><b>Thank you for all your comments. Please continue to give us your feedback.</b></p>