

# Friends & Family Feedback - Feb 26

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Online and paper submissions combined

## Overall experience at the practice

Excellent

73

Average

2

Neither good nor poor

1

Poor

1

Very poor

0

## Likely to recommend the surgery to friends and family

Very Likely

72

Somewhat Likely

4

Neither likely or unlikely

0

Somewhat unlikely

1

Very Unlikely

1

### What patients say has gone well:

- Very easy to access appointments
- Prompt and professional
- Friendly and professional service
- Polite, friendly and efficient
- Clinicians take time to listen and discuss issues before coming to a conclusion
- User friendly booking system
- Quick responses
- Everyone is knowledgeable in each department
- Receiving texts when prescriptions are ready to collect
- Quick response appointments
- Pleasant friendly staff
- Good communication

### Where can we improve?

- **Open on the weekend** - Budbrooke offer Extended Access appointment every other weekend at the surgery, these appointments are from 09:00-13:00 and the dispensary is also open at these times to allow patients to be able to collect their prescriptions
- **Waiting times** - Unfortunately, appointments can run over due to unforeseen circumstances. This then has a domino effect on all appointments after this. This has been added to a reception buzz meeting to ensure receptionists make patients aware if there is a wait for an appointment. Please ensure you arrive promptly to your appointments and keep to 1 to 2 problems per consultation to ensure doctors can give you an efficient consultation and do not run over for other patients.
- **Cluttered rooms** - Thank you for your feedback, we have completed an audit and part of the action plan is to re-furbish the rooms, allowing for more cupboard space