

Family & Friends Test March 2019

You've been giving us feedback on your care and treatment.

We asked you **“We would like you to think about your recent experience of our service. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”**

Of the 8 responses we received the feedback was as follows:

Extremely likely	7
Likely	0
Neither likely nor unlikely	1
Unlikely	0
Extremely unlikely	0
Don't Know	0

Having your say helps to improve care for everyone so please keep putting us to the test by giving us your feedback each time you use our services.

Thinking about your response to this question, what is the main reason you feel this way?

- I have had good GPs since joining the practice, who listen and care
- Never had any problems staff always helpful
- Friendly, efficient staff
- Great staff, always helpful. Pretty prompt appointments
- Really nice staff
- All staff are great! Well done to everyone

We would like to respond to the following comments:

Patient Comments	Our response
One Dr is always late even if I have the 1st or 2nd appt (<i>this patient is neither likely nor unlikely to recommend us</i>)	We are aware that some of our doctors do fall behind their appointment schedule and appreciate how frustrating this must be for patients. We allot 10 minutes per appointment; patients who need longer are usually asked to book a further appointment. However, if something is felt important enough to explore/manage at that time this then delays the appointment schedule and doctors get behind, meaning patients are kept waiting. This is not intentional, but the complexity of some patient's illnesses mean situations cannot be managed within 10 minutes but can't be left either. We continue to monitor our appointment system, try to find ways of managing (including adding in catch up slots for some doctors) but we still find doctors are often struggling to keep to time. Please contact our Practice Manager if you wish to discuss this further cathy.hogan@livgp.nhs.uk Telephone 0151 317 8562 or ask to see her in person if you are on site.

The NHS Friends and Family Test www.nhs.uk/friendsandfamily