**Greet Medical Practice**

**Patient FFT survey report April 2023 till March 2024**

**Based on the information received by our patients from the FFT survey that we distributed we have calculated data and have looked at the overall experience of the patients at the practice.**

**This report is based on the following data that we have collected**

* **Friends and Families Survey data**

**The practice strives to achieve better patient experience and satisfaction and continues to work on any areas that require improvement. From the feedback, we have established improvement points and are continuously working towards improving the service we offer to our patients.**

**We have a very transient list with a high ethnic minority population, we aim to provide a high quality of service according to our patient’s needs, and the survey is a crucial part of this as the feedback helps us to better understand how we can improve our services. It also provides a better understanding and relationship between the primary care staff and the patients.**

**Previous Data from April 2023 to March 2024**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Extremely Likely**  | **Likely**  | **Neither likely or unlikely**  | **Unlikely**  | **Extremely unlikely**  | **Don’t Know**  |
| 123 | 125 | 31 | 10 | 6 | 3 |

**New Data from April 2024 to March 2025**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Very Good** | **Good** | **Neither good nor poor** | **Poor** | **Very Poor** | **don't Know** | **Handwritten** | **SMS/ Text** |
| 282 | 255 | 53 | 22 | 18 | 4 | 340 | 335 |

**Comparison from previous data**

Our previous survey had more participants taking part. Overall patient are more likely to recommend then extremely likely as from previous data. 25% said they were neither likely nor likely as to only 6 patients from previous data.

**COMMENTS AND FEEDBACK**

The following comments are from Greet Medical Practice patients which indicates that they were overall satisfied with the practice staff and services available. Feedback this year does not include as much detail as the previous year but indicates patient satisfaction was met.

**Positive Comments**

* Good service provided
* Everybody is helpful
* Very helpful staff can get appointment in emergency
* Communication was excellent and feedback.
* Lovely surgery with friendly staff

**Comments based on areas of improvement**

* You can’t get through by phone when needed the most
* No advance appointment booking system

From the above comments, we can see that patients find the practice provides help when needed the most. Communication between patient and staff were appreciated as well as feedback. Patients are always offered appointments at the practice with doctors and practice pharmacy, community pharmacist or directed to Urgent care and walking centres. There are many which are extremely likely and likely to recommend the surgery to other individuals based on the data that we have collected in our FFT questionnaires.

 We still have areas to improve on as the survey data indicated. The practice will continue to strive to improve on this with all the feedback provided. Below are some examples the practice have taken to improve patient experience:

• **Third line** – there is a third line that is open at busy times which will help patient to get through when booking appointments or for any other queries.

•**New telephone system** / **New options Added** – the practice has a new telephone system now in place. The system has a call waiting option to improve accessibility for patients. We have also included options where patient can be directed to other services found in the Greet Community Centre such as Health Harmonie, Modality and Urgent care. These service can be accessed with separate options within our call line. Prescription line is also added to avoid long delays in the system.

**Accurx –** The practice has introduced a new SMS systems in which allows us to text patients through Emis which helps us communicate with patients. Photos and documents can also be exchanged and uploaded on to the system for referrals and more.

**Advance appointment booking system-** practice has added a few advance slots for follow and we reserve slots for pre-booking. We also explained to patients to call near to the date as they are always choices available for them.

**Action plan**

* Always give alternate choice when patient require appointments
* More appointments to be available online.
* Help patient to complete national survey to get better indication on what to improve on.
* Feedback given by patients of feedback from in reception, ensure they are filled in so feedback and any improvements suggested by patients can be actioned.
* Offering more online appointment
* Adding new call back feature to the existing phone system.
* Implementing new Practice website to provide information to patients regarding community services. Pharmacy service and other.