

# You Asked; We Listened

Feedback from patients from family and friend questionnaire, on-line survey and annual practice survey.

Many of your comments positive and negative are the same in all surveys. I have addressed the ones that patients are unhappy with.

## Appointments

This seems to have improved since our last patient survey.

## Reception staff

There have been positive and negative comments made about staff which were discussed at our practice meeting 20/10/2015. Staff have a very difficult job at times. This is no excuse to how they treat our patients. In the next newsletter I will let patients know on how we will improve.

## Running on time

This is still an on going issue which comes up every time as a suggestion. There is a message on the call display explaining why this happens. There are many things that can cause this. As a practice we are constantly trying to improve on this.

## Staff member to deal with prescription queries

Since the 1 September 2015 the practice has employed a prescription clerk. She works in the practice Monday-Friday 8.30-12.30 her name is Siobhon Smyth.

## Positive feedback from patients covers a wide area of topics:

I receive good overall service from doctors, nurses and receptionists at each side

An efficient and caring practice with a first class team of doctors and nurses

Friendly environment, clean and helpful

Already emailed my colleagues and friends to join the practice

Dr Ajakaiye is very supportive

Well done cleaners. Practice is always clean

Thank you to all patients who have taken the time to take part in this. 16 October 2015.