

Albion Street Group Practice
May 2019 Friends and Family Stats

Total paper responses: 80

Would you recommend our practice:

Extremely likely	45
Likely	26
Neither likely or unlikely	4
Unlikely	0
Extremely unlikely	5
Don't know	0

How would you rate booking an appointment:

Excellent	33
Good	25
Ok	8
Not good	8
Extremely bad	4
Don't know	2

Total online responses: 1

May 2019

Total Count	1
Extremely Likely to recommend our practice	1
Likely	0
Neither Likely nor Unlikely	0
Unlikely	0
Extremely Unlikely	0
Don't Know	0

The comments this month are the same as previous months. The main positive comments say we are helpful and caring and get a good service. There are lots of options to see or talk to a doctor.

The negative comments again are the same as in previous months and these mainly relate to the phone system and the difficulties making appointments . We can only put this down to the volume of calls at the time some patients are trying to ring in. We are sorry we are unable to control this and would always advise our patients to call outside of our triage times if their call is regarding anything else other than needing to talk to a doctor at this time.

We have had some comments about the GP app and appointments not being available to view, in this case we would advise initially contacting the GP app helpdesk as they may be able to advise.

If any patients have made a comment about a member of staff they would like followed up please contact either Sadif our Admin Team Leader or Denise our Practice Manager.

