

Albion Street Group Practice

June 2019 Friends and Family Stats

Total paper responses: 73

Would you recommend our practice:

| | |
|----------------------------|----|
| Extremely likely | 48 |
| Likely | 19 |
| Neither likely or unlikely | 3 |
| Unlikely | 1 |
| Extremely unlikely | 2 |
| Don't know | 0 |

How would you rate booking an appointment:

| | |
|---------------|----|
| Excellent | 45 |
| Good | 16 |
| Ok | 6 |
| Not good | 3 |
| Extremely bad | 1 |
| Don't know | 1 |

Total online responses: 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.

The negative comments again are the same as in previous months and these mainly relate to the phone system and the difficulties making appointments. There are lots of options to see or talk to a doctor on a daily basis. Regarding the phone system we can only put this down to the volume of calls at the time some patients are trying to ring in. We are extremely 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.

One comment mentioned privacy at the front desk we are sorry but we are unable to do anything about this as we do not have the space or resources. This is high on our list of things to do should resources and space become available.

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.

If any patients would like to join our patient group this is the forum in which to bring up any issues other than personal health problems. Please see our website for information or ask at reception.

