

## Albion Street Group Practice

### September 2019 Friends and Family Stats

Total paper responses: 85

Total online responses: 2

Would you recommend our practice:

Extremely likely	51
Likely	28
Neither likely or unlikely	6
Unlikely	1
Extremely unlikely	0
Don't know	1

How would you rate booking an appointment:

Excellent	44
Good	25
Ok	11
Not good	14
Extremely bad	0
Don't know	0

You can comment online if this is easier for you please go to our website and click the link.

The comments this month are much the same as previous months. The main positive comments say we are helpful, friendly, caring and give a good service. We also get positive comments on the ease of making an appointment

The negative comments again are the same as in previous months and these mainly relate to the phone system and the delay in the time taken to speak to the receptionist and 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.

Appointment cancellations come in throughout the day and appointments are embargoed for release to use the next working day-some patients may be asked to call back in the morning to get an appointment the next day but only if their condition will wait or, you can access our website and click on the eConsult tab and follow the links. If the condition is more serious then you can talk to the duty doctor between 8.30-10am or 3-4pm every working day.

We are really sorry 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. We are always looking for new members.**