

You Said, We Did.
Responses to 'Friends and Family' Survey
March 2022

	<u>Positive Feedback</u>	Practice Manager Response
1	'my appointment was on time and efficient'	We are pleased to hear this as we strive to ensure all our appointments run on time and all patients are seen in a timely manner.
2	"The surgery looks after their patients to an exceptional degree"	This is such pleasing feedback. We are a close community at the Battersea Rise Practice and our patients are at the centre of this.
3	"I received a good phone service"	We have worked hard to improve our phone communication by installing 2 extra lines and more staff to answer phone calls at busier times. We are pleased to see that this appears to be effective.
4	"I was pleased with the treatment I received"	All our Doctors work hard to ensure that they are offering the best possible treatment to our patients at all times. They continue to update their professional development to ensure they are fully up to date at all times.
5	"The nurse was experienced and comforting"	Our nursing team are kind, friendly and professional. They continue to receive positive feedback from all patients and we will strive to ensure they continue to feel valued at the surgery.

	Improvements	Practice Manager Response
1	24% of yield do not recommend surgery	This is disappointing as in recent months this return has been less than 10%. With only 17 people carrying out the survey, we continue to have work to do to make sure that patients have the opportunity to make their voices heard so we can continue to improve the patient journey.
2	Poor results from demographic under 25.	We continue to receive excellent feedback from those in the over 65 demographic but unfortunately this is not reflected in our feedback from the under 25 group. We need

		to build this relationship and intend to do so by setting up a virtual patient forum which will enable us to work with a younger demographic in order to improve the surgery for all ages.
3	“have to chase every referral for external services”	We are sorry that you are finding your wait times for external services are longer than what would be ideal. This is a nationwide problem and we are working with external services in order to make sure all our patients are cared for whilst waiting for their appointments.
4	“lack of empathy and poor customer service”	We are sorry to hear this as we have been working to improve our patient journey. We are in the process of publishing our 5 point action plan to improve communication and customer service within the practice and will share on our website in the coming months.
5	“Confusion around rescheduling of appointments”	This happens periodically due to staff absences and unfortunately unavoidable at times. We are sorry if this caused any inconvenience.