

# Keele Practice

## Friends and Family Test (FFT) Report 2018-2019

### Background

#### Would you recommend this service to friends and family?

The NHS FFT was created to help service providers and commissioner understand whether their patients are happy with the service provided, or where improvements are needed. It is a quick and anonymous way to give the patient view after receiving care or treatment across the NHS. This was launched in 2013 and has been rolled out across most NHS services, including community care, hospitals, mental health services, maternity services, GP and dental practices, emergency care, patient transport and more

To find out this the practice uses both online and paper format questionnaires using a company called IWantGreatCare <https://www.iwantgreatcare.org/>

When the practice receives paper feedback this is sent to the company who input the data, together with the online responses they produce star rating for the practice. This year the practice has 5 stars the maximum it can achieve which the practice is very happy about.

The report is for the period April 2018-31 March 2019 (Appendix 1)

During this period the following was found:

270 patients gave review on paper format and 2 gave online reviews

The average score was 5 stars

The majority of patients were very happy with the service and many commented;

- The availability of appointments and their ease of getting an appointment when they wanted one quickly
- The friendliness of staff and clinicians, and naming all of the clinicians during the reviews
- The helpfulness of staff
- The listening and professionalism of the clinicians who discuss treatments with the patients
- Usefulness of online services

There were a few negative comments as follows:

- Difficulties with parking.  
The university security have been contacted to try and improve this as many students who should not park here do despite the Health Centre signs
- Delay in waiting at the surgery, and another patient was not happy that they had to come back to discuss another problem.  
Unfortunately this can occur from time to time as some patients need to take longer than was originally expected, and the clinician does not want to ask the patient to leave if their problem takes longer. The practice will be more proactive in advertising the need to make multiple appointments if the patient has more than one problem to give time for all to be addressed at the same time.

- A patient was not happy as he/she felt prejudiced as the doctor did not want to give painkillers, and felt that no long term care was given due to him/her being a student, and another felt that the Dr did not understand his/her mental health problems and invalidated. It is very difficult to discuss individual cases, and it would be beneficial if the patient contacted the surgery so that their individual case can be discussed. The doctors adhere to all of the guidelines about prescribing painkillers, some are addictive, therefore will not be given on repeat prescriptions, The GP's would rather review the patient's condition to explore various ways of managing the pain rather than keep giving out repeat prescriptions without review. If any offence has been caused to any patients the Dr apologises for this, as there was not intent to do so.
- Counselling appointments were not well organised and when the patient asked the receptionist about it, she did not know, and the patient had to wait months for an appointment.  
Unfortunately the practice/person themselves refers to the counselling service, the practice has not control over how these appointments are managed and their waiting times as this service is independent of the practice
- The charge of £15 for a private letter was thought to be too high.  
The practice researched other practices costs for a private letter, and these were found to be higher than £15. Each time someone requests a letter, the patients notes have to be reviewed by the GP, and the letter written, unfortunately this is not covered by the NHS general medical services contract, and has to be done in addition to the NHS work, which is the reason that a private charge is made.
- Appointments out of usual surgery hours were suggested as an improvement. During the year, all of the practices in the area jointly commissioned an extended hour's service from the GP Federation for evening and weekend appointments. Normal GP, nurse and health care appointments can be booked for these surgeries which are held at various places over the North Staffs area, the nearest one is at Bradwell Hospital, but patients can be seen at any of the locations. These can be booked either during opening hours at the practice or via 111
- Sometimes the service is inefficient due to the NHS.  
Unfortunately the practice is unable to determine what practice this refers to, but if something is found to be inefficient, this will always be passed onto the relevant service lead
- More information needed from the Nurse Practitioner when giving a smear.  
The practice will endeavour to make more information available when patients do have a smear. There are always leaflets available in the practice, and we will be happy to provide information about any of our procedures before a procedure is done.

## **Conclusion**

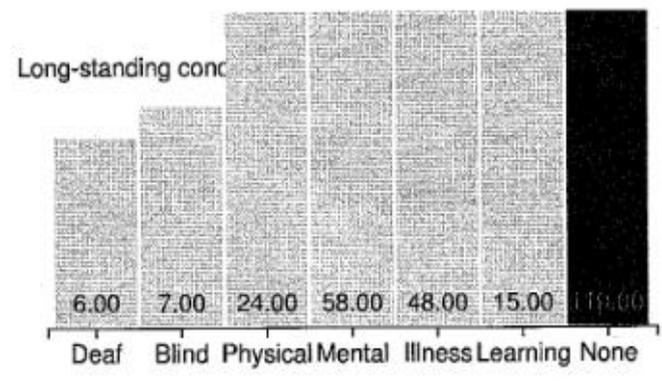
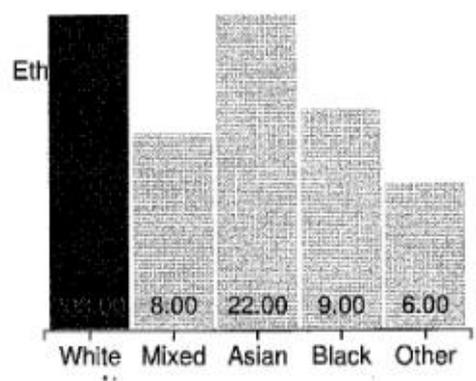
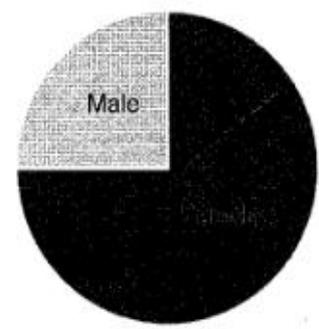
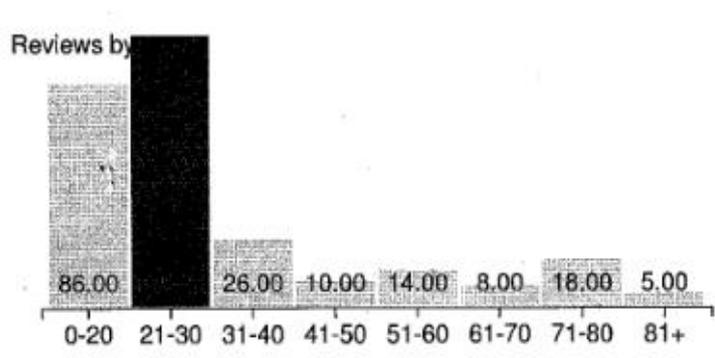
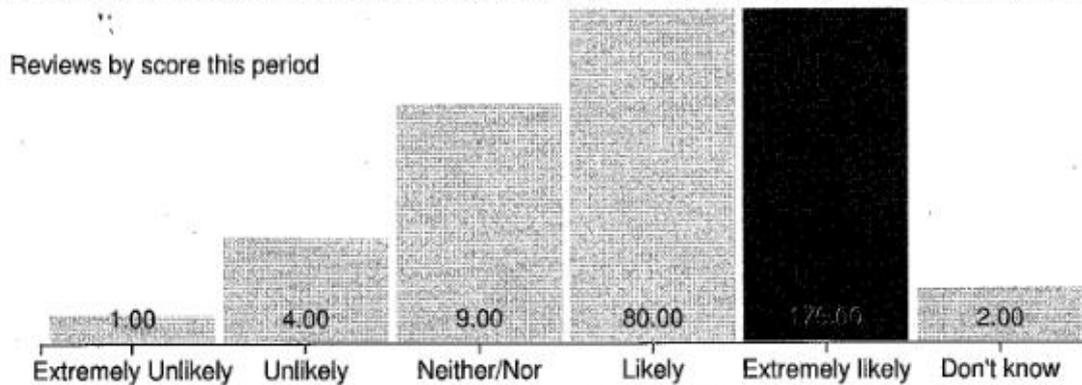
The practice thanks everyone who has taken the time to comment, and the improvement ones will be taken into account in the future. Overall the comments were very positive and have been fed back to the staff.

Below are the comments that were made on the survey. (Appendix 2) The actual written comments can be found online on IwantGreatCare <https://www.iwantgreatcare.org/> or in paper format in the waiting room.

Appendix 1

<h1 style="margin: 0;">Keele Practice</h1>	<p>Date</p> <h2 style="margin: 0;">1st April 2018 - 31st March 2019</h2>
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Average score this period	Reviews this period
	272



Appendix 2

Individual comments made by patients

Delays, waiting time could improve, otherwise younger doctors are really great
Can get an appointment on the same day
Improvements are price of sick note as if proven no illness then hard to have to pay £15 each time
Weekend appointments would be really helpful
Great- non to improve
Easy to get appointment
Availability & text reminders
Professional. Quick appointment booking. Online access
Dr Clarson is the best GP I have ever had- never feel rushed in appointments. Online booking system is very good
Everyone was nice. Well organised setup. Got an appointment at a convenient time
Can get an appointment the same day
Fine, understanding and helpful
Seen very quickly and listened to, kept more informed on why certain decisions were made
GP very clear and helpful
Easy to make an appointment with no long delay. Health needs always addressed. Professional & polite staff
What was good
Quick response times. Always able to get an appointment around or at preferred times. Getting a text for appointments. Always helpful
Appointments were readily available. Nice staff
Can get an appointment very easily. Feel like the doctors want to be here. Have been offered appointment reviews
Speed of getting an appointment is always great. Doctors/nurses always friendly
Super fast to book an appointment. Staff all really friendly, helpful and approachable
✓ waiting time. Friendly staff. Professional GP.
Got an appointment within 24 hours. Very quiet and helpful service
Hope that there will be opening on weekends
Was only given 3 minutes in my appointment and was told I could not mention anything else
Dr O'Byrne not so good with mental health, felt invalidated at times. Counselling appointments not organised- came and receptions had no record of my appointment so had to wait months for another
Friendly staff and doctors.
Good explanation of injury, nothing to be improved
Always appointments available. Good friendly staff. Marilyn is ace-feel very relaxed around her
Doctor was a good listener. Gave me my options and explained clearly
Very informative about possible conditions
Very friendly and understanding service

All good
The practice provides a first class service in all areas. They set the bench mark that all practices should strive to achieve
Nice and quick. Running a little late but not too bad. Had a choice of medicines
Dr Deaville is absolutely fantastic. Really listens.
Dr Deaville is wonderful. She was kind and understanding and very helpful
Always very quick to get an appointment
Clarson good with everything.
The staff are extremely friendly and make you feel at ease. I don't have anything that could be improved
Quick + easy. Dr Deaville listens + is sensitive + helpful
You are always put at ease when you visit. Sometimes your're nervous but that is soon put aside
Very easy to get appointments. Got one for 50 minutes after I phoned
A joint discussion about treatment &, what I do next. Dr is very helpful and will reassure me about any worries
Understanding doctor
Fast
Appointments are available quickly and practitioners and staff are very caring
Sometimes service is inefficient or ineffective due to the NHS system
Excellent GP, the doctors are very friendly and care
A range of treatments discussed Dr explained why she was choosing the option she did and gave clear advice to follow if symptoms worsened. Always happy with the care myself and my children receive from this practice
Dr Clarson listens to my history genuinely cares about my health and wellbeing. Will nudge when he thinks I should be doing more or less and I always feel so much better after one appointment. So much at ease
I always feel like I am listened to fully and never leave with unanswered questions or concerns
Always very friendly, professional & helpful. Don't every feel like you're being rushed and always are listened to carefully and given a range of options, being given an informed choice in your care
Can get seen quickly and friendly
Always friendly and listen to my concerns. They take me and my problems seriously. Can usually make on the day appointments with Dr of my choice without any issues
Ease of getting an appointment. A choice of who to see. Friendly staff
Doctors and staff friendly and kind. Dr Clarson was efficient. Referral for my issue. Sometimes service is inefficient or ineffective due to the NHS system
Appointments always readily available on day of calling or in advance. Appointments always prompt. All doctors friendly
No complaints
Easy to contact or make an appointment
Appointments are on time. Doctors/nurses have time for you. Easy to get an appointment

My doctor Sam Clarson is amazing. Nurse Yvette is lovely. I feel my health is considered. Useful advice is given. Best doctors surgery I have had in life
Feel listened to and appropriated reassured. Efficient and follow-up team were good as well as appointment
Speed of getting appointments. Great treatment and talked me through all my choices
No waiting times.
Appointments easily available
Friendly staff
Nice- advise m on more stuff to do, not just paracetamol as it doesn't help
The doctor seems very nice and helpful. It made me feel comfortable about expressing my concerns with them
Appointments are given quickly and efficiently. Dr's are lovely & listen to you thoroughly & given best possible treatment
Always can get an appointment when I need it
Very understanding. Easy to get appointment at short notice
Quick waiting time
Fast, efficient, friendly, non-judgemental
Very attentive
The nurse was easy to talk to and incredibly reassuring. She made me feel at ease and helped me find ways to deal with the issue
Seen quickly
Very thorough & friendly
Very clear & helpful. Great service
The doctors are helpful but sometimes the medicines they prescribe don't help
Listened to what I said & not dismissive. Explored causes of symptoms
Very sensitive questioning. Nurse listened with interest, patients and sincerity. Explanations were given with clarity friendliness, expert knowledge & patience
Good listening. Welcoming
Clear information given which was easy to understand. Friendly staff that are easy to talk to
Well listened to. Concerns taken seriously
Can always get an appointment quickly. Thorough. Friendly
Very informative and thorough
More opening hours
More cryo clinics would be good
Due to hours I work would be helpful if surgery would open on an evening or weekend
Meticulous
Appointments & prescription on the app very responsive
It was a routine appointment but everything was as I would want it to be
All staff are kind & caring & listen to patients
Dr Clarson as well as other doctors are very caring
Perfect, had an ear syringing which went fantastic
Friendly. Don't feel scared. Always on time

always helpful. Never let you leave unclear of anything
Always try their best to find the best solution/treatment for you. Receptionists always try to fit around uni timetables with appointments
Good quality service. Excellent, fast.
Staff were on time & friendly
Easy to get an appointment. Great staff
I have always been able to see the doctor or the nurse very quickly and any condition has been investigated and followed up speedily and with the utmost care. I can't really see how patient care can be improved under current external environment and funding rules
Kind considerate expedient knowledgeable
Very friendly and helpful
Friendly environment and able to get an appointment quickly always. A personal service from all staff
Friendly staff, nice environment
Short wait. Dr Clarkson made me feel listened to and was good at explaining plan of care
All excellent, very well cared for
Same doctors, continuity of care. Reminders for test . Friendly staff. Good knowledge from practice nurse
Very friendly staff. Nurse Marilyn is especially lovely. Access to booking appointments online is a huge advantage and the fact that appointments are available when required is great. The fact that prescriptions get send to pharmacy is also great ***** (five stars)
The doctor listened to my concerns and was willing to consider my worries
The doctors quickly figured out what medicine and course of treatment would be best for me
My doctor has always been and continues to be helpful and understanding with regards to my mental health issues. He has suggested treatments that have generally worked well
Friendly and efficient
Lots of available appts. Staff are friendly. GP's are caring and give people time to explain myself & my illness
Always able to get appointment. All staff friendly & helpful and listen to concerns
All excellent, staff appointment times etc. Faultless
Very lucky to be here and part of this GP Practice, cannot think that we could be served any better
We are very lucky to live here and have this GP Practice
The discussions are relaxed but thorough with plenty of information and guidance offered, but nothing imposed and no sense of being pressured. Also there is not sense of being "rushed" i.e. needing to get through the appointment quickly. The practices support of patients over 60/65 is particularly thoughtful
The care that was given was good and helpful
Close attention to detail from doctor. Good care overall :-)
Dr O'Byrne is fantastic. He explains clearly his reasoning for recommendations and if he says he'll do something it always gets done. The online booking system is very helpful
Doctor was very helpful with questions and explanation. Thank you

Easy to get appointment. Access & parking good. Friendly staff & doctors/practitioners give time and listen
Due to time constraints I believe I was not able to explain fully the extent of why I was there, however this did not occur with every GP or RN that assisted me, others were very helpful & listened to my concerns
Good advice from doctor. No waiting time- appointment on time
I think everything is good. Quick appointments, good treatment and attention a and finally proxim
Receptionists are friendly and great doctors
I always feel my GP Dr Deaville always listens to me carefully and involves me in any decision
Easy to get appointment. Friendly staff, convenient location (on campus) for university students
During both appointments I have received injections which I am not fond of, however both the nurses were amazing at chatting to my whilst I was having them to help distract me. It is lovely that the staff go the extra mile to make you feel relaxed and comfortable and it is easy to see that you are in good hands
Doctors tend to be very understanding and helpful when treating conditions. Have a good knowledge of reproductive health which is more than other practices I have visited
Always seen on time. Receptionists extremely helpful. Doctors always explain things properly. You never feel rushed or a nuisance
Dr Deaville was very accommodating, listened well. Easy to get an appointment
Dr Clarson is a godsend
Lovely nurse practitioner. Was able to be seen quickly
Includes me in decision making. Care is of high quality. Good Dr- patient relationship. Feel able to discuss issues openly & honestly. Dr Clarson is very good - approachable & friendly
My GP has involved me in all stages of the decision making process while I have suffered with mental health issues. He is kind, understanding & incredibly knowledgeable. A real asset to the medical profession & to the practice. I won't see anyone except Dr Clarson now. Brilliant
Doctor was very helpful, seemed caring
The receptionist and nurses and doctors are very kind and nice. They are very helpful
Appointment waiting time was quick & making telephone appointment with the receptionist was fast and easy
Very good care service.
I don't feel the doctors are interested in helping long term. As a university student, I feel the doctors are prejudice against me when it comes to painkillers and I feel like they are only interested in keeping me OK now until I am at home and someone else's problem. I.E. no long term plans/treatment
Parking is not always easy
Yvette was lovely and encouraging. Next time perhaps it would be a bonus to explain the feelings during a smear in advance and perhaps explain a little more about the relevance of a smear for one who does not know much. Otherwise brilliant service
Improve the online system to improve user use

Throughout the day the wait can be sometimes very long. Thankfully, I had not upcoming lectures but I remember waiting for over 30 mins
Parking not always easy
sometimes the reception staff do not acknowledge patients waiting times
Nice helpful doctors. Gave me the best possible care. No improvements (needed)
Always helpful advice & treatments. No improvements needed#
Good doctors and nurses. Welcoming and helpful staff on the front desk
The doctor was very helpful
Staff there are really interested in your and your care
Straight to the point
Quick friendly
Professional care. Treat you like an independent adult.
Very friendly staff.
Always able to get an appointment either the same or next day. The staff are always friendly and helpful
Knew straight away what my issue was, and was extremely helpful for aftercare
Dr's were very friendly, informative, to the point and covered every angle.
Everything (positive)
Good availability of appointments. Nice staff
Fast, friendly, made sure I felt safe
Fast appointment
Can always get an appointment when needed. Doctors/nurses take their time and are thorough
Dr Clarson is very understanding and talks through problems in depth
Very easy to get an appointment. The doctors are very good and friendly
Always get an appointment when needed
I was seen to and then offered the earliest appointment
Nice staff, quick appointments
Can quickly get an appointment.
Easy to get an appointment fast. Friendly staff

#### Online comments

Always helpful- appointment easy to arrange, staff and Dr's wonderful
the online booking system for appointments is so useful. Far easier to be able to see when there are appointments available and book in. All staff are friendly, easy t talk to and very helpful