

## **ANALYSIS OF RESPONSES TO EXPERIENCE OF CARE POSTCARDS** **November 2016 to January 2017**

The sample comprised 23 completed cards which asked the recipients to determine whether they would recommend this surgery to friends and family, based on their recent experience of care at the practice. The responses were broken down into the following categories:

Extremely likely	- 20 - 86.9% of total
Neither Likely or unlikely	- 1 - 4.3% of total
Extremely Unlikely	- 2 - 8.7% of total

### **Breakdown of written responses:**

#### **Extremely likely:**

3 respondents made no written comments.

17 respondents commented on the quality of service received from the staff and doctors. Comments include:

“Extremely caring and friendly staff” “First class service , very helpful”.  
“If it was not for you lot, I would not be here”  
“I was listened to, cared for and offered options.”  
“ I had marvellous service for both me and my husband's care until his death”  
“ Fantastic service today from Dr Fielod and the receptionists. Thank you.”

#### **Neither Likely or unlikely:**

1 respondent made no written comments.

#### **Extremely Unlikely:**

One respondent complained there is always a problem with a prescription, it takes at least 3 days not 2.

The other stated that it required multiple phone calls to chase a referral. After X3 calls did speak to a very helpful lady who helped to sort out the problem. Not a seamless system.

#### **Conclusion:**

Again a very positive response that reflects the other surveys that have been analysed.

There was insufficient information to comment on the two complaints, may I re iterate that the practice manager is always available to resolve issues of this type.

Bob Meades

22 February 2017