

Dr Uddin & Dr Anwar
April to June 2021 - Summary of Friends and Family Test

Thinking about the service we provide, overall, how was your experience of our service?	Apr 2021	May 2021	June 2021	Total (quarterly)
Very Good	62.7%	62.5%	63%	62.7%
Good	27.1%	37.5%	22.2%	27.5%
Neither good nor poor	5.1%	0%	0%	2.9%
Poor	0%	0%	11.1%	2.9%
Very Poor	5.1%	0%	0%	2.9%
Don't know	0%	0%	3.7%	1.1%

Some comments that patients have granted permission to share:

Very Good comments	Good comments	Neither good nor poor comments	Very Poor comments
"Excellently organised according to protocols, well timed according to appointment time, extremely welcoming and friendly smiles (eye contact) and supremely trained nurse with all the qualities of compassion, care, empathy, LISTENING EARS, and follow up that was needed."	"Quick and easy process. Seen promptly."	"My appointment time was late"	"My appointment with Dr XXX was so rushed. Dr left me in the room to finish up and see myself out! Bed sheet were not changed after me and the equipment and wipe she used was just left on the bed. I appreciate that doctors are overworked but at least don't make the patient feel like they have somewhere else to be"
"Very helpful exploring every possible scenario to understand what is the cause. Doctor was very polite, professional and she was very easy to communicate with."	"Had a good conversation with GP regarding my problem and decided on the ongoing treatment"	"Very long wait 40mins (after appointment time) Doctor was fab though"	
"Doctor was really lovely, very helpful, always feel comfortable coming to the surgery, everybody makes you feel at ease. Thanks."	"Doctor gave me full explanation and made sure I understand everything."		
"I do not have enough words to describe my consultations (on the phone) and face to face so here are some. He was dedicated, thorough, considerate, compassionate, welcoming, sincere and ethical"			

Dr Uddin & Dr Anwar
April to June 2021 - Summary of Friends and Family Test

"Staff were friendly and helpful and I was in out in 20 minutes"			
"My GP was very caring, informative and listened to me regarding my recent bereavement issues." "Friendly and truly professional"			
"No queue. Seen on time. Very efficient"			
"Processed quickly without undue delay In waiting room."			
"Was made to feel very comfortable and relaxed in a warm friendly atmosphere."			
"Lovely nurse, definitely good at making you feel at ease."			
"Really helpful staff on the phone every time"			
"Warmest of welcomes at the reception. Appointments Very well timed to ensure govt. guidelines (covid). My appointment was met up in reasonable time. Warm welcome by nurse. Quickly and efficiently dealt with. Felt better already!!"			
"I was seen on time, all staff were polite. The doctor was very thorough and helpful"			
"My GP is always professional, polite & efficient. The reception staff are always friendly & helpful. The phlebotomist was also very friendly & professional."			
"Receptionist and nurse very pleasant and helpful and doctor replied to a query I was concerned about very quickly"			
"Due to the pandemic the team at the reception dealt with my requests professionally. Their excellent teamwork skills had delivered my request to the covid policy and standard ensuring that I was notified to collect."			

Please see next page for our practice response>>>

Dr Uddin & Dr Anwar
April to June 2021 - Summary of Friends and Family Test

Practice response regarding feedback

- **Very good and good comments** – Thank you very much for all your positive comments. Our practice team have worked all through the pandemic and have had to quickly adapt to new ways of working to ensure that all our staff and patients remain safe during this time. We have shared your comments with our practice team.
- **Neither good nor poor & poor comments**
 - **Patients having to wait to be seen for their appointment – clinical member of staff running late** – we are sorry that some patients are kept waiting, we do endeavour to keep to your appointment time as much as we can, however, sometimes there is an unavoidable delay.

This could be a medical emergency with the patient that the doctor, nurse or other healthcare professional is seeing or they may need to take advice from a specialist service regarding a patient's problem.

It could also be that an urgent telephone call has come into the practice from a patient with an urgent medical emergency, from the one of the hospital services, community healthcare teams or paramedics that the doctor needs to speak to as a matter of urgency.

During the COVID pandemic, there is also stricter infection control measures that need to be adhered to in between patients. We have tried to make our appointment times reflect this but sometimes these can be affected and delays the next appointment.
 - **Patient feeling rushed and felt that the room was not cleaned up afterwards** – It is not our intention to make patients feel rushed and we are sorry if this patient felt this. There is an increased demand on general practice and immense pressure on our teams to operate with the ever increasing workload. According to the NHS Appointments in General Practice data for England, most appointments are booked the same day, this is for face to face and telephone consultations and this is the same for our practice too. We do not want patients to feel rushed and this feedback has been shared across our whole practice team.

With regards to cleaning the clinical room after you were seen – our clinical team clean the clinical rooms after every patient they see. Patients may be left in the room to get themselves ready before they leave the practice but the clinical member of staff who had seen that patient will go back into the room to clean up before the next patient is seen in there. The practice has always adhered to infection control measures but these are now even stricter whilst we are in the midst of the pandemic.