

Friends and Family Test

We are pleased to report that from December 2013 to March 2014, **94% of patients who completed this survey said they were either likely or extremely likely to recommend our practice to their friends and family.**

We have also received some really positive feedback about our caring, pleasant and professional staff, the excellent service they provide (both clinicians and the reception team) and patients feel that they can access appointments when needed.

The survey also gives patients the opportunity to suggest improvements, raise concerns or make recommendations so we wanted to let you know what we have done/ are doing about them:

You raised concerns about these areas:	So we did the following:
Appointment Availability (inc online access, opening hours, booking, length, weekends)	We have recently appointed 2 new Salaried GPs on the 13 th April 2015. We will also be conducting an appointment audit to review the appointment demand and the nature of the appointment requests.
Phones	We recognise that it can be difficult to get through at 8am in particular, so we would encourage patients who don't need to make an appointment to phone later in the day. We are also looking at implementing a telephone queuing system, so that patients will find themselves in a queue rather than getting an engaged tone. We would also encourage anyone with internet access to register for patient access so they can book appointments online.
Waiting Times (in surgery)	We are currently reviewing our clinic templates so that all GPs have a catch up slot during their clinic, this should help to minimise how long patients have to wait after they arrive for their appointment. However, we do also recognise that demand on clinician's time is a national problem. Currently our GPs only have 10 minutes allocated per appointment slot, so we would ask for your help in keeping to this time so that our clinicians can help as many patients as possible each day.
Car Park	The car park fee was introduced in 2003 following patient survey feedback. Due to the Practice being located in the city centre patients were finding that when they came to the Practice the car park was full. This was due to non-patients using the car park so a charge was introduced to discourage this and allow patients arriving for appointments to be able to park easily. We have kept the car park charge at £1 since 2003 and this is used to fund an additional "Advanced Nurse Practitioner" who runs a clinic each morning and afternoon. This helps us to improve the service that we can offer to patients.
Waiting Room/ Furniture	We have recently updated the chairs throughout the practice and in the waiting room. As part of improving the waiting room we have also created a community link with a local primary school. The Practice commissioned the school to create some pictures for the walls using the theme "Chester Landmarks".