

Friends and Family Test Summary 2016-17

"How likely are you to recommend our service to friends and family if they needed similar care or treatment?"

When comparing the total number of responses between this year and last, we noted a marked increase in submissions. This was because reception change the location and display of the forms/box regularly which made it stand out much more.

2015-16

Total responses in each category

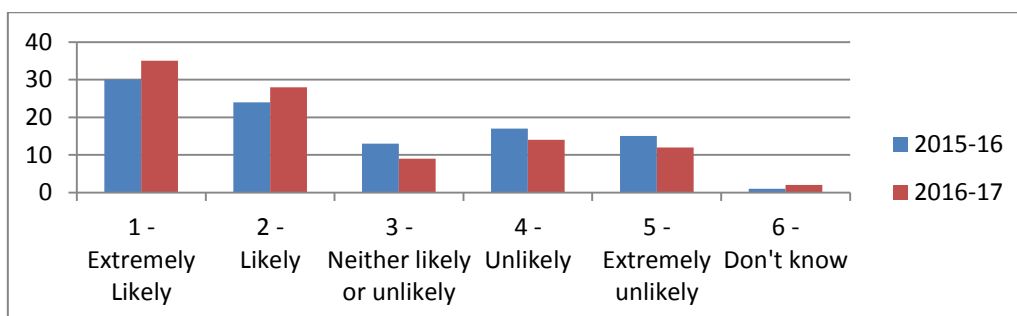
	1 - Extremely Likely	2 - Likely	3 - Neither likely or unlikely	4 - Unlikely	5 - Extremely unlikely	6 - Don't know	Total number of people eligible to respond	Total responses	Response rate
April	9	5	0	5	4	1	11710	24	0.20%
May	8	5	2	2	5	0	11200	22	0.20%
June	1	1	0	2	1	0	12210	5	0.04%
July	0	1	0	0	0	0	12957	1	0.01%
August	2	2	0	0	2	0	10303	6	0.06%
September	3	1	0	0	1	0	13354	5	0.04%
October	0	0	0	0	0	0	13077	0	0.00%
November	0	0	0	0	0	0	11571	0	0.00%
December	0	0	0	0	0	0	11658	0	0.00%
January	10	2	7	7	3	0	11463	29	0.25%
February	28	23	17	14	13	2	11952	97	0.81%
March	13	19	6	11	8	1	12017	58	0.48%
TOTAL	74	59	32	41	37	4	143472	247	

2016-17

	1 - Extremely Likely	2 - Likely	3 - Neither likely or unlikely	4 - Unlikely	5 - Extremely unlikely	6 - Don't know	Total number of people eligible to respond for each site	Total responses	Response rate
Apr-16	23	21	5	10	12	0	11376	71	0.62
May-16	19	20	4	9	2	2	11654	56	0.48
Jun-16	16	13	7	5	4	0	11908	45	0.38
Jul-16	10	8	5	1	1	1	11489	26	0.23
Aug-16	16	10	3	11	3	0	12087	43	0.36
Sep-16	9	4	0	4	1	1	13495	19	0.14
Oct-16	6	2	3	5	4	0	14262	20	0.14
Nov-16	10	14	1	3	6	2	12821	36	0.28
Dec-16	1	0	0	0	1	0	11046	2	0.02
Jan-17	4	3	0	0	2	0	11227	9	0.08
Feb-17	9	1	5	3	4	2	10741	24	0.22
Mar-17	12	11	3	6	6	0	12855	38	0.30
Total	135	107	36	57	46	8		389	

Breaking down the results into percentages showed a **positive increase** in 'Extremely Likely' and a decrease in 'extremely unlikely'.

	1 - Extremely Likely	2 - Likely	3 - Neither likely or unlikely	4 - Unlikely	5 - Extremely unlikely	6 - Don't know
2015-16	30	24	13	17	15	1
2016-17	35	28	9	14	12	2



Some of the 'Extremely Unlikely' comments

General themes of lack of appointments, not able to see the same GP and temporary residents:

- Can never get an appointment
- Appointment system appalling- long waits on phone system- get through and there's no doctors available- moved into area recently- this service frightens me for my whole family
- Never able to get appointment and always running late
- Difficult to get to see a GP.
- I can never get an appointment and you never get the same doctor and they don't have enough time to talk to you so no I wouldn't recommend this surgery.
- Surgery was running 1 hour late. I understand delays can happen but this service is poor.
- Cause never any appointments when need one, How can every appointment be taken every day of the week.
- Limited/ unfriendly opening hours.
- Mainly because of the great difficulty in getting a doctor of your choice.
- As a patient of Beacon M.P for over 35 years-to get an appt is impossible-ring at 8.00-8.05 no appts-6.30 same prob. On-line now there is NEVER availability. Crazy taking on too many seasonal patients
- Hard to get flexible appointments that fit working life. Also had issues where was seeing different doctors for same problem and going round in circles.

Some of the 'Extremely Likely' comments

- Cannot fault surgery-always managed to get appointment. Lovely to see surgery open on a Saturday.
- Receptionist on duty extremely friendly. Nurses are wonderful-great appointment today.
- Very friendly and helpful staff.
- Because you all try very hard to keep us all healthy and well-but sometimes people are unnecessarily rude to the receptionists and that's NOT NICE.
- I wasn't kept waiting on the phone to an engaged tone for very long and received an appointment at a convenient time the same day. I was pleasantly surprised as I keep hearing on the news how difficult to get an appointment it is. xxxx was lovely.
- Dr xxxx is AMAZING! Fab GP, filled me with confidence, explained things + was v. friendly + welcoming
- I always get good service and do not have to wait long.
- Very good and all organised/Keep up the great work y'all do! God Bless.
- Because you are looked after
- We have been with Beacon Medical Practice for 32 years and feel that we have always received good medical care