

We're listening to your feedback

You've been giving us feedback on your care and treatment. You told us:

In March 2017, 81 patients responded to our Friends and Family questionnaire and of those, 58 patients said they would be extremely likely or likely to recommend us to their family and friends, with 15 saying they would be unlikely or extremely unlikely to do so. Firstly, thank you for the positive feedback, of which there was plenty, with patients saying our staff and Doctors offer an excellent service and work well together. There were lots of comments praising individual members of the team, which has been shared with them. The patients who were unhappy with the services here raised issues with staffing levels, difficulty with the telephone system and a personal dislike of the "Dr First" system that is operated here at Norton Medical Centre. Thank you to all patients who took the time to respond.

We're listening and this is what we're doing:

In response to a suggestion that it is not necessary to use titles such as "Mr" or "Mrs" on the call board in Reception, this has been changed. A number of patients commented on the length of time it can take to answer the telephones. We are aware this is an ongoing issue due to such high call volumes. We are staffed in accordance with the national average for GP Practices of this size, although staff absence due to sickness and personal issues can impact our team. We also now offer a limited number of GP telephone appointments available to book online. Another patient pointed out that they would like to have had a face-to-face meeting with their new GP following the death of Dr Ditchburn. Unfortunately, this would not be practicable as each GP has taken on 600 patients of Dr Ditchburn's in addition to their own list.

Having your say helps to improve care for everyone so please keep putting us to the test by giving us your feedback each time you use our services.

The NHS Friends and Family Test

www.nhs.uk/friendsandfamily