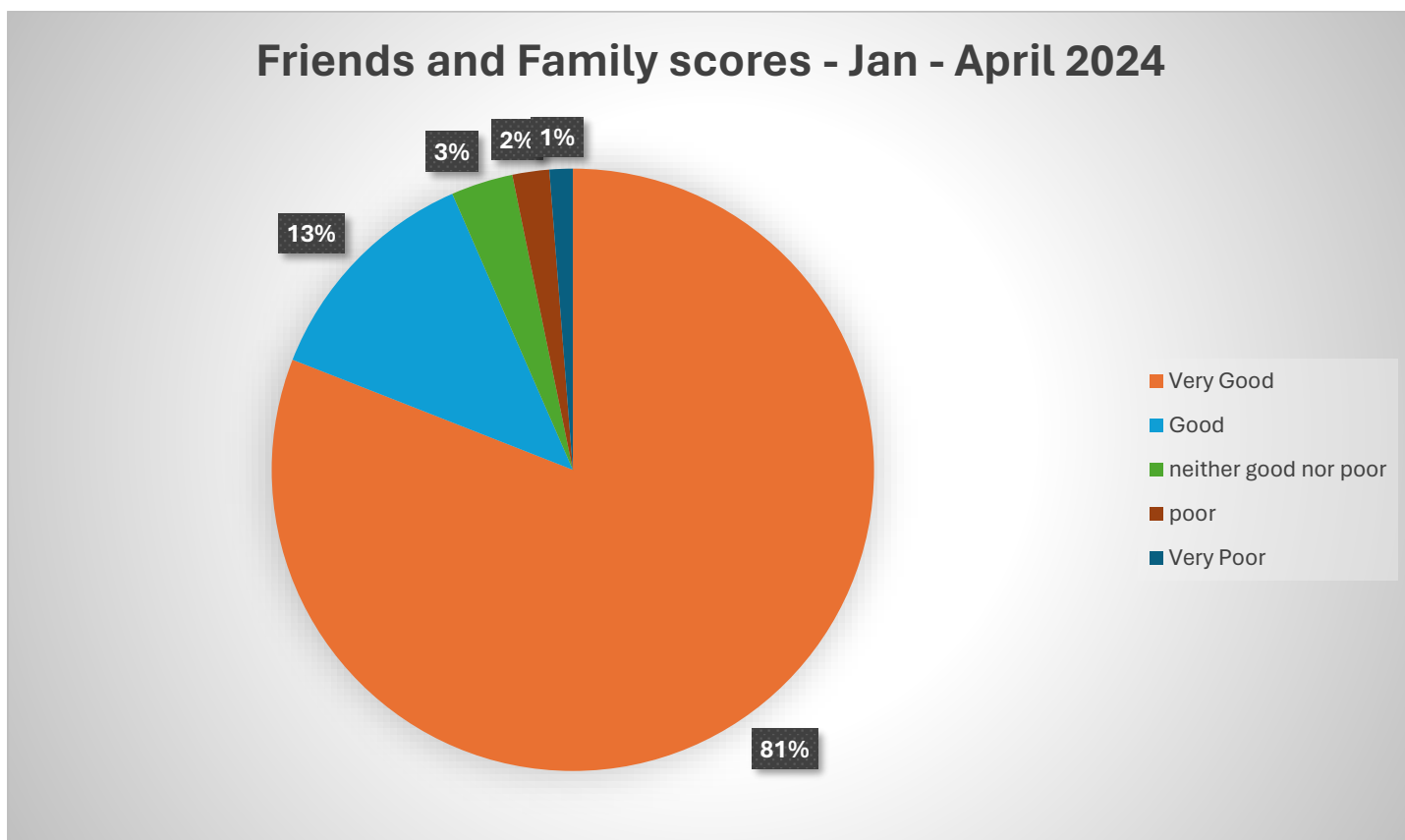


Patient satisfaction survey results: Friends & Family Test

During January – April 2024, 961 patients completed the *Friends and Family Test* (FFT) which asks patients, “would you recommend Pinfold Medical Practice to Friends and Family?”. The results charted below shows 94% of patients said they would:



The Friends and Family Test also asks for suggested improvement which provides focus for us to work on.

Feedback mainly centred around the on-the-day availability of appointments, service, and clinical care. Suggested improvements have been noted and will be responded to via the ‘You Said, We Did’ section in the practice newsletter available at www.pifoldmedicalpractice.co.uk

It is not possible to respond to anonymised complaints about individual care via this forum. Information on the complaints process is available at www.pifoldmedicalpractice.co.uk

Patient Feedback is shared with the wider practice team who have been overwhelmed by the number of positive comments received which gives a tremendous boost to NHS staff morale.

Below is a small selection of the patient feedback:

Efficient, clean, organised, and run by a team of helpful and caring people. I’m really impressed.

I was early for appointment and as always had great help. Dr Kamdar was extremely helpful and advice re my problems. I have always had good treatment and advice at the surgery and grateful for the assistance.

Excellent review of medication and confirming a plan for the next few months with the doctor. The appointment was delayed by 30 minutes. Could a sign be put up or included on the screens that delays of up to xxxx mins. This would reassure patients that they have not missed their appointment.

Dr Patel was kind and caring listened to me and was very helpful I came out feeling that a weight was finally beginning to lift from me thank you Dr Patel

I have always been treated with respect and the staff are always professional, they always explain things very clearly.

I was attended to by Nidhi and she was friendly, made me feel comfortable and listened to, in addition to my review, to other concerns and advising me to see a Doctor.

The consultation was thorough, and information given was concise and informative. Answers to questions were relevant.
I was seen by a final year medical student and I found her approachable, friendly and knowledgeable, she wasn't afraid to seek advice from her supervising GP.
In my previous employment as a nurse I was asked several times to answer various surveys on the physicians I worked alongside regarding various aspects of their professionalism. I would have had no qualms about providing very positive feedback for the student doctor who I saw on 23rd February, if I had encountered her when I was working.
If this can be passed to her mentor/supervisor in the practice and thence onto the medical school at the University of Nottingham I would be very grateful. Thank you

Doctor was great sent through for blood test straight away via phone booking appointment. Had to wait 15 mins as she was running behind but was great and helped with problems. Was able to book for the following day with Bethany for blood test and was in and out writhing minutes.

Nina was brilliant. No messing about with test performed and achieved getting a sample.

Dr Fuad was extremely helpful, listened to my concerns about my painful ear and throat and gave me great advice as to what to do next. She backed up her advice with the offer to see me again in two weeks if things had not improved.

I've seen Dr Fuad a few times over the years about my ETD issues and she is consistently helpful, interested and always offers good, practical advice. I think she's fabulous!

Everything very well-orchestrated from original text to organise a blood pressure check to the automated way to pick and attend appointment.

The receptionist was amazing very helpful and happy. Friendly staff! Receptionist team are terrific! A very difficult stressful job, which they do exceptionally well! And practice nurse was great! All good!!

Dr Depledge made me and my son feel very comfortable during our 6 week check. I felt as though she really listened to me and had lots of advice, empathy and knowledge to offer .

Very professional and friendly. Clean, tidy and welcoming. I've been with you since birth!

I always find the practice very friendly ,the receptionists are always pleasant and helpful I don't see one specific doctor when I need to but have found all very good and the practice has been brilliant with my husband when he was diagnosed with prostate

Dr Brockhurst made me feel at ease. He listened to my symptoms and after due consideration, he suggested a course of action that I felt would be successful. Furthermore, he suggested a follow up appointment to monitor the impact of the prescribed medication.

Clearly catering for the needs of many people

Dr Bond is always polite, professional and informative, and although I am worried about my health(the reason for my visit that day) he reassured me that I would be supported and treated thoroughly

Dr Green was exceptional and very thorough.
She listens very intently and tries her hardest to make sure your at ease with what she has to say about any medical decision she's made. She's a definite A* Dr.

An on the day face to face appointment, where else would you get that? Excellent!

Superb rapport with doctor who listened and cared. They were very compassionate and gave good advice in a succinct manner.

Dr Brunskill was very clear in her explanations about my problem.

To complete the Friends and Family survey visit: www.pinfoldmedicalpractice.co.uk