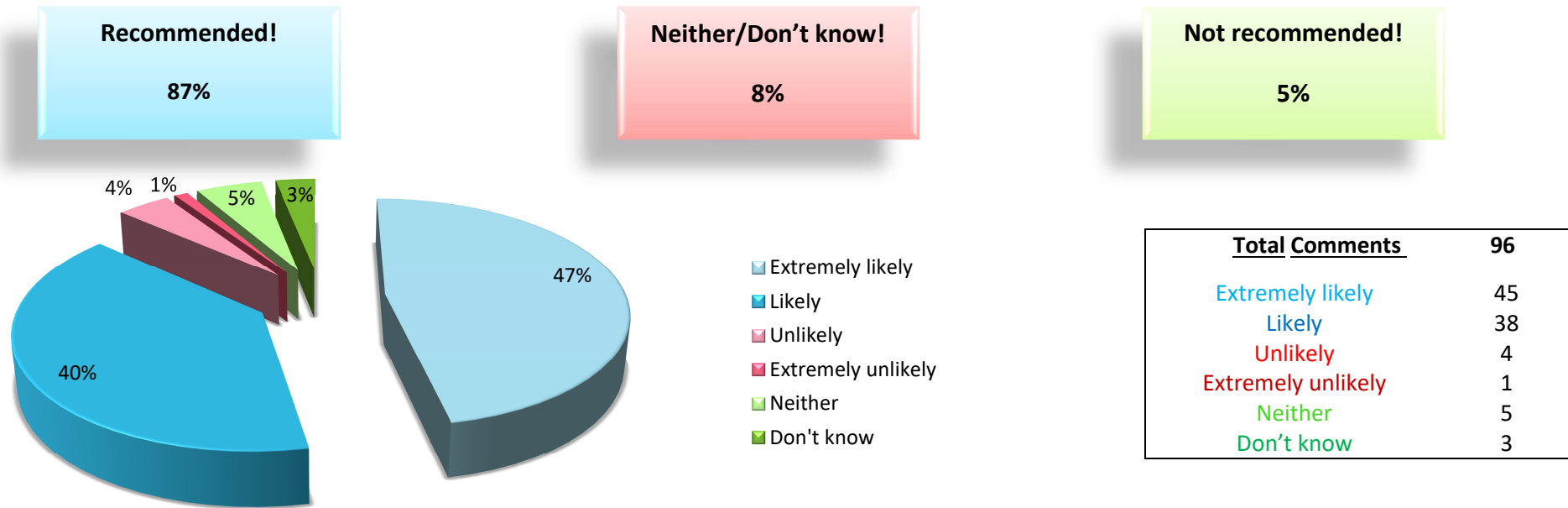


FRIEND AND FAMILY STATISTIC APRIL, MAY AND JUNE 2019



Thank you to those patients who provided feedback, via the friends and family test data collection over the months of April, May and June 2019. Your feedback is important to us as it helps us shape changes that need to take place in the practice.

There has been an increase in the number of responses we received over the last three months in comparison to previous months.

87% of our patients have stated that they are likely to recommend our services to their friends and family.

5% of our patients have stated that they are not likely to recommend our services to their friends and family, we have looked into the reason why they have provided this response.

The table below shows our responses to the issues that have been identified.

The Issues	Our Response
Waiting time or delayed appointments	<p>We are sorry to hear that our clinics have not been running to time. Sometimes our clinical staff may encounter an emergency or a complex case where the patient will need extra time. Our reception team will ensure that they inform you if there are delays and offer you an opportunity to rebook for another day if you cannot wait. Our clinical team will ensure that clinics run to time.</p> <p>We would like to take this opportunity to remind patients that your doctor's appointment is 10minutes long, if you feel that you will need longer or wish to discuss more than one problem please speak to receptionist when booking the appointment, so that double appointment can be booked for you allowing more time.</p>
Not able to get appointments on the same day or appointment times not suitable.	<p>We are sorry to hear of the problems with appointments.</p> <p>There are several types of appointments available to patients:</p> <p>Routine Appointments: These can be booked at least 6 weeks in advance.</p> <p>Urgent Appointments: These are set to release on a staggered format. These appointments can be booked up to 3 day before, the day before and the majority of the appointments will be available on the day. Urgent appointments are made available both AM (08:00am) and PM (15:00pm).</p> <p>Extended Hours Appointments: These are available to patients outside of normal working hours before 08:00am or after 18:30pm, these will need to be booked in advance and can be both telephone and face to face appointments.</p> <p>All three types of appointments can be booked via our online services or via telephone.</p>

Along with the Barnet GP Federation and our local Primary Care Network the practice also offers the following services:

Paediatric Clinic: These appointments are made available for patients between the ages of 0-9 for acute problems. These appointments can be made via the GP practice. The location of these appointments vary for each day of the week, they are within reasonable traveling distance at local practices. Parkview Surgery hosts this clinic on a Tuesday afternoon for patients for all of the local practices. Please be reminded that these are pre-booked appointments and these appointments need to be booked by the GP practice that you are registered to. For more information about the location of these practices please visit our website.

Extended Access Hub Clinic: The Extended Access Hub clinic is available to patients outside of normal working hours Weekdays after 18:30pm-20:00pm and weekends and bank holidays between 08:00am -20:00pm. This service provides variety of clinics, face to face doctor's appointments, telephone doctor's appointments, nursing appointments (for smears etc) and more. There are several ways this service can be accessed; appointments can be booked via your GP practice, via the NHS 111 service and also by contacting the clinic directly. For more information on location and contact details please visit our website.

If the above services are not suitable there is a walk-in centre at both Edgware Community Hospital and Finchley Memorial Hospital. The nearest A&E departments who also have an urgent care centre are Barnet General Hospital, The Royal Free Hospital or Northwick Park Hospital.

Please find below some of the positive feedback we have received, where the patients have consented to us sharing this data anonymously.

"The doctor was friendly and cleared all my doubts"

"The doctor printed out information about my issue to help me get a better understand of how to deal with it"

"Friendly staff and Doctors"

"The surgery has consistently been most helpful since we moved into the area over 20 years ago."

"Receptionist is amazing and always tries hard to accommodate around working hours"

Thank you for your feedback!