

Your Family Practice

5. Patient Views

Document Classification: Policy		Document No: 05
Issue No: 01		Date Issued 23/06/09
Policy Signed off by		Christian Lyons
Pages: 2	Author C. Lyons	Next Review Date Due: 30/4/2027
Revisions:		ENSURE APPENDIX 82 - LIST OF POLICIES REVIEW DATE IS UP TO DATE AND UPLOADED ON TO THE WEBSITE.
Date	Reviewed by:	Reason for Changes:-
31.08.2013	MS	Reviewed
09.09.2014	MS	Reviewed
31.08.2016	RHK	Reviewed changes made to reflect the new practice
30.08.2018	RHK	Reviewed and updated
18/6/2019	RHK	Reviewed

27.10.2020	RHK	Reviewed
27/11/2021	NS	Reviewed
3.4.2023	RHK	Reviewed and updated
04.05.2024	AF	Reviewed
30/4/2026	RHK	Reviewed and updated

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5.1 NHS England sends out Patient surveys once a year and the results are collated and published on their website. The link to the results of this survey is also on Your Family Practice website.

5.2. The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. It asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience. This kind of feedback is vital in transforming NHS services and supporting patient choice.

5.3 The above FFT is handed to patients after each visit to the surgery and is also sent out on iplato messaging.

5.4 The outcome of the above are collated and discussed in management meeting every week. These are also made available to staff and used by the Care Quality commission to contribute to its assessment of whether it is meeting its aims, objectives and statement of purpose.

5.5 The surgery also has Patient Participation Group that meets once a quarter and patients views are also listened to, collated and actioned upon.

5.6 Patients can also leave Google reviews which is then reviewed by the reception manager and response is provided. These reviews are also discussed in Management meeting.