

DHL responses for Q4 Friends and Family Test

Date	Would you recommend us?	Response	How the feedback was received	Response from Practice
23.01.18	Extremely Likely	"A relaxed consultation showing concern and given time to discuss suitable treatments and ways forward."	Online via iPlato	Thank you for your comments
24.01.18	Extremely Likely	"Fast, easy procedures, straight forward answers, friendly, helpful"	Online via iPlato	Thank you for your comments
24.01.18	Extremely Unlikely	"The person was not helpful in explaining the solution to my problem and I felt they were very abrupt, as though they just wanted to get me out of the room."	Online via iPlato	We are sorry that you felt this way about you consultation we do strive to offer our patients a high level of service at all times.
24.01.18	Extremely Likely	"Nursing staff Susan Graham gives me a special injection every 4 weeks, she is an asset to the practice she is caring, sensitive to my condition, very knowledgeable and experienced and a good listener"	Online via iPlato	Thank you for your comments regarding our Nursing staff.
24.01.18	Unlikely	"Because I turned up on time and had to wait another 30 minutes before I had been seen"	Online via iPlato	We apologise if you were left waiting but sometimes the clinics do run behind due to emergencies and patients with complex

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				needs that require more time. We do offer double appointments. Please speak to your receptionist to request these.
24.01.18	Likely	"Polite but efficient"	Online via iPlato	Thank you for your comments
26.01.18	Extremely Likely	"I am very pleased with the service you have provided, prescriptions always available in a short period of time. Your GP service is excellent; Nurses and Nurse Practitioners are very friendly and helpful."	Online via iPlato	Thank you for your comments. We will pass these to our medicines team
29.01.18	Extremely Likely	"I was seen by a senior nurse practitioner. Their communication skills were outstanding. I was reassured. The insight into my history was exemplary. I am now convinced that I will get a holistic treatment. Whereas previously I would have suffered a hurried summation which didn't match my needs"	Online Via iPlato	Thank you for your comments. We are very pleased that you found the service you received to be holistic. We are sorry to hear that you felt rushed previously. If you do require more time with the clinician you can always ask for a double appointment.
29.01.18	Extremely Likely	"The services provided are clear on the recorded message when	Online via iPlato	Thank you for your feedback.

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		you ring. It's relatively easy to get an appointment. Referrals are made speedily. The staff is approachable and knowledgeable. All good."		
29.01.18	Extremely Likely	"The excellent service & expertise offered by Dr Muzaffar& his support staff"	Online via iPlato	Thank you for your comments. We will relay these back to the team
15.02.18	Extremely Likely	"Experienced doctor with good communication skills"	Online via iPlato	Thank you for your comments
15.02.18	Likely	"Barbara was very informative about my blood results. In addition, she was able to take my blood samples wit minimum discomfort."	Online via iPlato	Thank you for your comments. Barbara is a very experienced HCA and makes the procedure look effortless.
16.02.18	Likely	"My Dr listens even when practise is extremely busy."	Online via iPlato	Thank you we aim to provide a good service regardless of the demands.
16.02.18	Extremely Likely	"Lisa Malloy lovely very caring, but I don't actually think they employ doctors at the surgery as you never get to see one. Lisa 's a true diamond big thumbs up from me"	Online via iPlato	Thank you for your comments about our Nurse Practitioner. We think so too!
19.02.18	Extremely Likely	"I always have a positive	Online via iPlato	Thank you for your

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		experience. I'm listened to and don't feel rushed. I value the work you all do in such difficult circumstances"		comments
20.02.18	Likely	"Very comprehensive healthy heart review with some excellent advice on lifestyle changes which would be beneficial."	Online via iPlato	Thank you for your comments. We are very pleased to hear that you very satisfied with the care that you received.
21.02.18	Don't Know	"Sometimes you get a doctor who you don't know so they look at the computer and not much to you, no build-up of trust as different doctor each time. Best person to see is Peter Hutchinson who speaks to your face, easy to speak with and explain your problem, and care from him is what I would recommend. The others I have seen I am not altogether at ease with. New face each time is not good for the build-up of a good relationship."	Online via iPlato	Thank you for your comments. We are pleased that your feel the service that you are getting from our Advanced Nurse Practitioner and sorry to hear that you feel this is not the case with some of our other clinicians. Every patient does have a named GP and they can be booked to see them, weeks in advance. We utilise all GP's for urgent on the day cases so this may mean that on occasion you may see someone

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				else. We are always striving to improve our services.
21.02.18	Unlikely	"I wasn't happy seeing a nurse practioner instead of a doctor. Didn't answer my problem will have to re book to see a gp."	Online via iPlato	Thank you for your feedback. This should have been explained at the time booking that a Nurse Practitioner can only deal with acute problems within their competences. We will advise our reception staff to be more aware
22.02.18	Extremely Likely	"Great practice. Lovely reception staff. Had app with APN. Extremely satisfied with everything"	Online via iPlato	Thank you for your feedback we are pleased that you felt you have had a great service.
26.02.18	Neither Likely or Unlikely	"Because most of the time you have to wait up to a week for an appointment. So would think they already have too many patience on their books."	Online via iPlato	We do offer emergency appointments on the day but appreciate if you want to see your own GP you do have to wait a while. We have recently employed another Advanced Nurse Practitioner and a Nurse Practitioner to our team to decrease the appointment

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				waiting time for your GP.
26.02.18	Likely	"Saw senior nurse practitioner. She was interested in me as a person and I felt able to give her more personal information than I would have given to the doctors in this practice"	Online via iPlato	We are pleased that you felt our Advanced Nurse Practitioner was able to meet your needs but sorry to hear that you feel that this could not have been achieved with your GP. We would like to know more about this if you would be happy to get in touch with the Practice Manager.
26.02.18	Extremely Likely	"Had a problem. Problem sorted same day. Marvellous"	Online via iPlato	Thank you for your comments. We do have urgent appointments available of the day and we are happy that this system worked for you.
28.02.18	Extremely Likely	"Punctual appointment and detailed review of my needs by a dedicated health care professional."	Online via iPlato	Thank you for your feedback
28.02.18	Likely	"Darwen Heath Centre was amazing 10 years ago. Incredible, caring GPs who went the extra mile. Who didn't rush	Online via iPlato	Thank you for your comments. We appreciate that things have changed over the

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		you and knew your history as well as you. Things have changed so much in health care but I won't forget that amazing service. These days you can feel the cuts, the pressure to cost save and the stress on the staff but I've had the best treatment from this practice and believe the GPs still put their patients first even if they can no longer remember your name and don't have time to have their lunch."		years and we still strive to provide high quality care.
29.02.18	Extremely Likely	Very Obliging and easy going, run efficiently, no problems.	In writing friends and family form	Thank you for your comments
01.03.18	Extremely Likely	"The doctor is a great listener. She gives eye contact, is easy to open up to and it never feels like she is rushing you through your appointment. When my son has needed an appointment they always get him one within a few hours. The only downside is that I have to book appointments 2 weeks in advance to see my doctor. If I'm ill and need an appointment on the day that I call then this is very difficult."	Online via iPlato	We appreciate your comments and are happy that you feel your GP is providing you with a good service. We have a policy that all children under the age of 5 should be seen on the day so your son will be a priority patient. We do have emergency appointments on the day and also utilise the

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				out of our clinics provided to us by our Local Primary Care every evening. We have also introduced a triage for our on call GP's when all these are full so hopefully this will make a difference. Please let us know.
02.03.18	Likely	"Always get in doctors pretty much same day, on occasion I haven't and sometimes would like to see my own doctor not all these other doctor, my own whom I've had since I was a baby and I'm now 33."	Online via iPlato	Thank you for your comments. We appreciate that you cannot always be seen by your own GP on the day as we reserve some appointments for emergencies. You can however, book with them in advanced up to 10 weeks.
02.03.18	Extremely Likely	"Excellent, professional, friendly service"	Online via iPlato	Thank you for your comments
02.03.18	Extremely Likely	"Being listened to and being able to ask questions. Not feeling embarrassed by reassuring doctor when being examined."	Online via iPlato	Thank you we strive to provide a patient centred approach to our care and we are pleased that you have experienced this
02.03.18	Extremely Likely	"The senior nurse practitioner	Online via iPlato	Thank you for your



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		Peter Hutchinson has outstanding empathy and first class communication skills. I have rarely seen an equal (including GPs) and never seen better."		comments. We will feed this back to our Advanced Nurse Practitioner
02.03.18	Extremely Likely	"Nothing could improve, everything was spot on"	Online via iPlato	Thank you for your comments
05.03.18	Extremely Likely	"Friendly, helpful frontline staff"	Online via iPlato	Thank you for your comments. We will feed this back to our reception team
05.03.18	Likely	"Had to wait 40 mins to see Doctor due to Receptionist booking the wrong person in (two Lynns). - I waited half an hour as advised but when people who had arrived after me started being called to see the Dr I went to see the receptionist who advised me of her mistake and said she would get the Dr to see me next. Very happy with Treatment from Dr"	Online via iPlato	We are very sorry that you had a delay to your appointment due to one of our staff. We do have a notice on the Jayex board that does ask you to speak to your receptionist if you have been waiting over 20 Minutes. You can also use the self-check in located near reception. This will hopefully reduce the possibility of this happening again.
07.03.18	Likely	"Efficient and helpful staff."	Online via iPlato	Thank you for your comments

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07.03.18	Likely	"Nice friendly service from the receptionist to the doctor thanks"	Online via iPlato	Thank you for your comments. We will feed this back to our team
08.03.18	Extremely Likely	"Usually manage to obtain an appointment within a decent time frame. Able to book appointments online, great repeat prescription service, polite and courteous reception staff with a good telephone manor. Overall a good experience."	Online via iPlato	Thank you we are pleased that you are able to utilise the patient access service and this is providing you with an efficient service.
09.03.18	Extremely Unlikely	"Not happy I couldn't be seen for more than one issue when I am someone who hardly ever uses the doctor and has paid my taxes and prescriptions all my life. Also normally used to nice friendly doctors and didn't feel I had this on this experience"	Online via iPlato	We are sorry that you had a negative experience with one of our clinicians. We do offer double appointment if needed. Please let the receptionist know when you book your appointment
10.03.18	Extremely Likely	"I was seen very quickly and given the correct treatment with a lovely manner. Very impressed"	Online via iPlato	Thank you for your comments.
12.03.18	Extremely Likely	"The nurse practitioner I saw today, Lisa was very thorough,	Online via iPlato	Thank you for your comments. We will feed this back to our

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		helpful and caring. I would definitely recommend my family to see her."		Nurse Practitioner.
13.03.18	Extremely Likely	"Brilliant staff"	Online via iPlato	Thank you for your comments. We will feed this back to our staff
19.03.18	Extremely Likely	"You were excellent again I can't say enough about you are all ways polite from receptionist to the doctor thank you for everything"	Online via iPlato	Thank you for your comments. We will feed this back to our team
19.03.18	Extremely Likely	"Appointment was on time and Dr Jesthi was considerate and helpful."	Online via iPlato	Thank you for your comments. We will feed this back to our GP.
20.03.18	Extremely Likely	"Sharron went out of her way to test my urine when I was in a lot of pain and got me a prescription by going to ask the Dr herself. Very helpful."	In writing – Friends and family form	Thank you for your comments. We will feed this back to our HCA
20.03.18	Extremely Likely	Came to pick up my sick note this evening and Lewis was on duty on reception. He was polite and efficient in sorting out my sick note. He is a credit to DarwenHealthlink.	In writing – Friends and family form	Thank you for your comments. We will feed this back to our apprentice.