

GP Surgery Case Study Broad Street Surgery, Coventry

Dr Hergeven Dosanjh, [Broad Street Surgery](#), is an early adopter of the iWantGreatCare GP Surgery Friends and Family Test (FFT) Solution.

Broad Street pride themselves on being a:

'Progressive surgery where the Doctors work as part of a team to provide the most efficient service to all our patients.'

The Broad Street team consists of three GP Partners, a Trainee Doctor, a Practice Nurse and a team of four administration staff. They have a patient base of 3,600 patients.



How likely are you to recommend iWantGreatCare to your friends and family?

Extremely Likely

What has worked well?

The ease of use, distinctive cards and the simplicity of the website and questions, in addition the materials given to us to aid the process, posters, cards, guides.

Has your surgery faced any challenges implementing the Friends and Family Test?

Patients often walked out with a card and then forgot to provide feedback.

How has patient experience been used to improve patient care?

We have been able to inform patients of our triage clinics and also taken advice from patients about having a board with the faces of all the staff, nurses and doctors – currently trying to get this on onto our plasma screens.

What effect has collecting patient experience had on staff?

Staff seem quite positive with the process and enjoy the feedback, as the vast majority of feedback confirms what a good job they are doing.

What are your top-tips for collecting patient feedback?

Set aside a room with a terminal, where patients can complete the online feedback form, this has increased the number of patients feeding back.

How have you found using your iWantGreatCare online account?

Very easy to use, sign into it daily and monitor the responses.

Finally, what are your thoughts on the Friends and Family Test becoming mandatory for primary care as of December 2014?

I'm a great believer in feedback in all walks of life, I try to listen & if possible respond and change what we do for the better. It's also nice to see positive comments. Patients give true feedback rather than the one sold to us via the media.