|  |
| --- |
| **In March 2024, 129 of our patients participated in the friends and family test. Please see below for breakdown of the result and some of the feedback we received which has helped us to continue to review our services.**Use this link to see some of the actions we have taken in response to your feedback.[You Said, We Did – Heron GP practice](https://www.herongppractice.co.uk/you-said-we-did/) |
| 1. **Overall, how was your experience of our new online triage service, Anima?**
 |
|  | **Excellent** | **Very Good** | **Good** | **Neither Good or Poor** | **Poor** | **Very Poor** |
|  | **18** | **14** | **23** | **22** | **20** | **32** |
| 1. **Please can you tell us why you gave you above answer about our new Anima System?**
* I think your waiting times for so.one to actually answer the phone is very poor.
* Every morning I phone at 8am for doctor’s appointment no body picks up the phone.
* I found the anima system easy to follow and efficient…Just have to be quick and onto it first thing in the morning….
* Because the system now is better than before
* Because I received the medication
* You still can't through to anything to get any answers
* "Suresh has Alzheimer’s & doesn’t use the mobile. I only use to repeat prescription. I am his wife & not keen on this appointment system
* Easy way to book appointment
* Very generic questions
* The appointments are never recorded at the correct time on Anima it’s always correct on the NHS app but not on anima.
* Several attempts to book appointments, text to say telephone appointment and email to say in person, not really very accessible as very limited time to try and book.
 |
| 1. **Please tell us about anything that we could do better with our new Anima Triaging System?**
* Excellent💯 can't be better than this.
* Have it opened on time and allow me to choose an appointment time.
* Just make it easier to sort anything out
* Nothing everything is good.
* Every morning I phone at 8am for doctor’s appointment no body picks up the phone.
* To be honest I didn’t find anything wrong or bad that needs improving.
* It is easier and better if the number of question is less. Maybe a box for explaining the patient’s condition will be enough.
* Time restriction. Not fair at all for those who are disabled and can’t wake up early.
* "I wanted to make an online request and submit photos regarding my son’s skin as it was not an urgent request. I have never had an issue with the service previously. I tried unsuccessfully three days in a row to submit a request as it said the window for that day had closed (all attempts were before 11am).
* Use app as the main means of communication. I have to remember the pass word and the link for the on line system .can't you make it such that when I press a button on app it takes me to the on line dialogue.
* Need to more simplify app.
 |