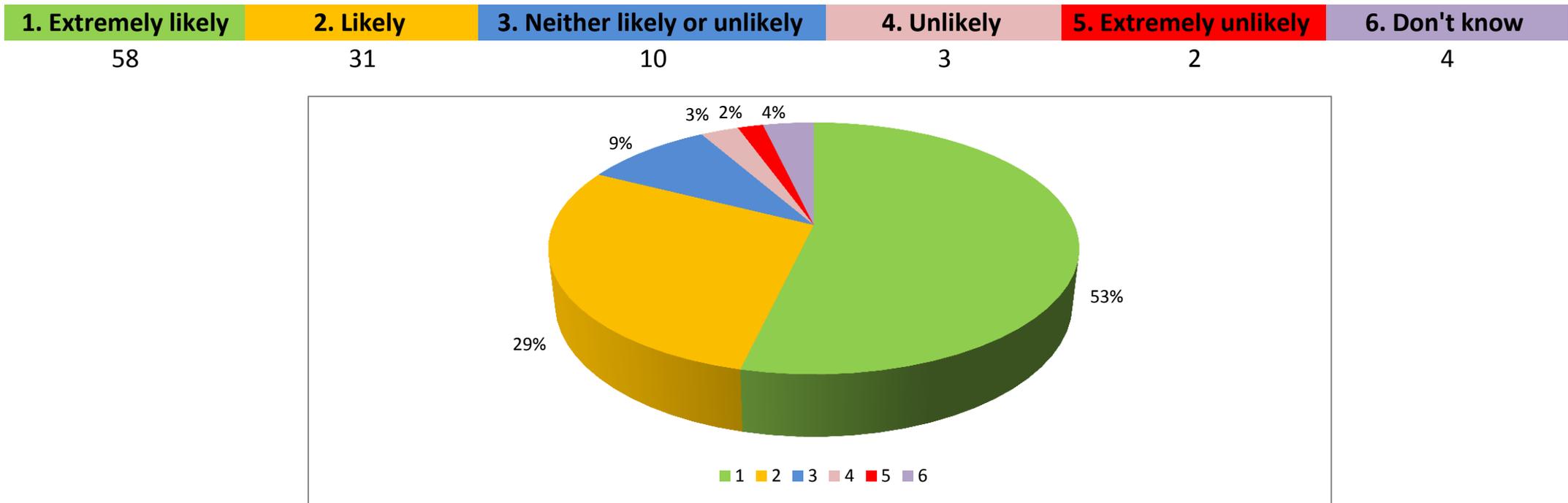


Friends & Family Test Data February 2015



The NHS Friends and Family test is a way of gathering patient feedback, so that the practice can continually review our services. During February 2015, a total of 108 paper surveys were returned from our patients and on the whole we are very happy with the results. 82% of patients surveyed said that they would be likely or extremely likely to recommend us to their friends and family. 12% said that they were neither likely or unlikely or didn't know. Only 6% were either unlikely or extremely unlikely to recommend us. Many negative comments were about the appointments system.

We carried out a separate appointments survey in tandem with February's Friends & Family survey

Patient Comments

Good Docs

Local. Everyone's friendly. Clean inside (apart from windows)

I am pretty new to this practice, but I already feel comfortable with the staff I have encountered. Especially the asthma nurse she is wonderful!

Good doctors - Dr Davidson & Dr O'Reilly. Long wait for Dr O'Reilly

Satisfied with service/GP's & happy that able to book same day appointments

I came to this doctors as recommended by family who also come here

Good service & treating people fairly

I have been happy with the service I have received throughout the years

I feel when I call reception are very quick to say no they cannot book me an appointment & they are not very helpful

Always get appointments pretty quickly

Excellent staff who are willing to listen

Friendly staff

Very good service & care

Good practice with friendly staff. Can usually get an appointment the same day. The nurses are brilliant with my 3 year old daughter

Prompt service & helpful staff

A good doctors - problem usually resolved. Not too difficult to get an appointment on the day you require one.

Efficient & friendly service

Staff very helpful. Usually able to get an appointment quickly

Good reliable service. Nice doctors & support staff

Good care, but on a small scale

The practice nurses are friendly & thorough. The surgery is quick to respond to serious issues. However, it can be difficult to get a Dr's appointment & the system of phoning at 8am is frustrating and doesn't result in an appointment sometimes. A call queueing system might work better & be fairer

Nice staff. Easy to get appointments

Quality of treatment always to high standard. Availability of appointments, generally good, but this is starting to become an area of concern lately.

Asthma nurse & midwife are excellent.

Good care when expecting first baby & generally lovely service. Sometimes struggle with appointments

Always very happy with getting to see someone on the same day if needed. Friendly doctors. Occasionally takes a while to see a particular doctor.

Overall though a good surgery I trust the quality of care

After many years, I feel that the care I have received has in general been very good indeed

Quick service. Attentive GP's & staff

The doctors are all very helpful & I really like the online system for appointments and repeat prescriptions

I haven't had to wait weeks to see a GP. They are thorough & listen to my concerns

Always helpful on the phone & quick to get an appointment

Always helpful & friendly. Get to see doctors & nurses

The care & empathy the doctors give. The care & follow up by the docs & nurses. The friendliness & professionalism of the reception staff

We have already recommended to my family & they have joined

Friendly reception & doctors & nurses. Ease of booking an appointment

Friendly GP's who are very helpful & genuinely caring towards patients and get to the core of your problem

Despite often having to wait to be seen, the GP's & nurses are very caring & considerate. Dr Davidson takes time to listen and understand what I am saying

Have been with this doctors for 20 years and am happy with the service

Extremely helpful & caring. Treat you as "an individual" . Have really helped me feel supported through a recent illness

Good service.

We feel we are very well looked after

I have always felt well supported and been able to trust doctors. The nurses are great too and am always happy to see them too.

Sian the midwife was excellent. Great service all round

On time appointments, good care of patients and general good service provided

Friendly & efficient, Close to home. Flexible. Suitable times.

Always helpful & give great care. I feel I can see a doctor at time to suit me

Very good service.

I have been able to see Dr Davidson, whom I first saw about my condition, numerous times which helped me, knowing she knew my problems

I have received the correct treatment every time I have seen a doctor

Kind & understanding staff & excellent treatment & support

Friendly & helpful service. Long relationship with doctors

Have been a patient for many years and have been very happy here

The service is always very good & helpful at all times

Great practice

GP & practice staff are always friendly & helpful

It's a really good doctors & all of my family come here

I find it very easy to talk to the doctors. Wonderful

Pleasant staff who you are able to talk to easily about any illness you have

Having been with the practice a short time, we have had nothing but good experiences. We never have to wait long to see a doctor

I get a very good service

Good GPs

Very Friendly & helpful reception staff & doctors

Very friendly & professional staff. Always helpful & will explain things if you're not sure

Best practice that my husband & I have ever used. Never had to wait long. The reception staff are so nice & welcoming & the doctors always have time to listen. Also the nurses are great

Everyone I know has a GP

Never get an appointment even at 8.05am. Reception staff very abrupt as well.

Had good medical care from doctor & nurses

Open & friendly staff who make effort to accommodate my appointment needs & who respect my privacy

I'm always extremely happy with doctors & nurses & especially receptionists

Friendly staff, able to see my choice of GP 95% of the time

Have always been treated with care & respect since the practice opened

The doctors are always understanding & helpful & reception are nice

Happy with service at the surgery

The listening of both GPs & nursing staff to my medical needs & the same sound service received. Good care & attention from all concerned

Your new GP's are a waste of time but one Dr Davidson

Length of time to book an appointment. Can only book on the day

For me it's local & easy to get to by car or bus. The doctors & nurses re very friendly and very helpful. Been with this practice for a number of years now and so have all my family

Prompt appointments, friendly staff, generally good service

A lot nicer than others in the area

Poor reception staff, poor appointments, poor repeat prescriptions

The doctors are very thorough, the staff are polite & friendly. The practice is located in an easy place to get to. The car park is easily accessed.

The children's area is great & keeps them busy while we are waiting

Difficulty in getting appointment with Doctor of choice

I rarely come to the Dr's as I take natural herbs & supplements & eat a healthy diet, but when I do come everything has been good service. Pleasant doctors.

Good appointment service. Friendly staff. Knowledgeable GPs

Difficult to get an appointment. I have been on a waiting list for a mole removal, which is meant to take 6 weeks, for around 8 months, after twice putting my name back on the list

Staff are very helpful & always accommodate me & my family with appointments

Family not close & friends already sorted

Good availability of appointments, however always experienced long waiting times

Not been with the practice to be able to give an opinion based on a long enough experience. I have only been to see anyone a couple of times and they were different people

Only been at this surgery for 2 years and happy with the service & treatment. Find it similar to the last practice we were at.

Since registering here in 1997 I have only been a couple of times, so it's difficult to know or compare

My friends & family don't reside near this practice

Sometimes kept waiting for 45+ mins. Don't always pass on blood test results of consultant letters

Everyone I know has a regular GP, but if asked I would recommend it.

Whilst most of the Drs are helpful, difficulty faced with caring for a complex medical condition & unhelpful restrictions supposedly from Trust guidelines

Financial restrictions

Very happy with all the care I have had