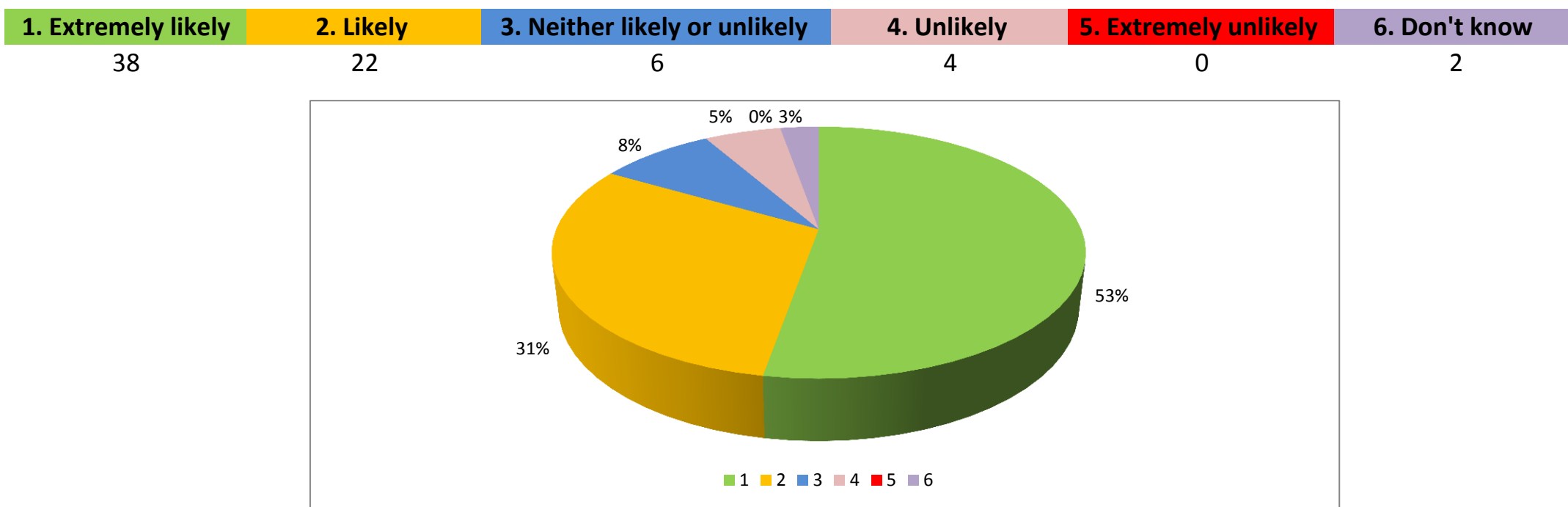


Friends & Family Test Data April 2015



The NHS Friends and Family test is a way of gathering patient feedback, so that the practice can continually review our services. During April 2015, a total of 72 paper surveys were returned from our patients and on the whole we are very happy with the results. 84% of patients surveyed said that they would be likely or extremely likely to recommend us to their friends and family. 11% said that they were neither likely or unlikely or didn't know. Only 5% 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 March's Friends & Family survey

Patient Comments

The Doctors are very good at listening to what you have to say - don't get impatient with time. Always friendly

I have been with this practice most of my life. Dr O'Reilly has always been my Doctor and always gets t the bottom of any problems I have had and I have lots!

Very happy with the service I receive. Can mostly get appointments

I have received very good care at this practice from Doctors, Nurses and reception.

Quick and efficient at getting appointments

Smaller surgery, easy access to surgery by phone or email, easy to book appointment or request prescription, very good Doctors and pleasant staff.

Nice, friendly and extremely good practitioners

The best, loveliest receptionists. Ease of getting appointments, text reminders. Wonderful practice nurses - love Liz!

Good Dr's, good service, good clean building, parking and appointments available when needed.

Only been here once before and great service from nurse. Some difficulty booking this appointment a week in advance but could book this morning so ok.

Good treatment. Doctors always of a high quality but very difficult to get an appointment

I find the nurse pleasant with minimal waiting times.

Always get an appointment when I need one. Dr's always helpful and meet my needs.

Always had good experiences at practice. Only one fault, appointments are hard to get.

Struggle to get appointments for children on one occasion ringing 38 times. Doctors seem uninterested!

Doctors, nurses and receptionists are helpful and caring.

Very pleasant staff, clean surgery

Friendly and small, always clean facilities

Dr Davidson is very helpful and friendly, most importantly she listens to the patient.

All the staff, Doctors, Nurses and reception are friendly and professional, although appointments are not easy to get. Was better a few years ago

Always found treatment and advice good. Parking easy. Already recommended my son and friend who have moved here.

Great GP Practice, very helpful but you can't get an appointment for a week. When you're ill you need to be seen, so therefore more GP's or a bigger practice or another surgery for the bigger population.

Have been grateful recently for the support of Dr Davidson and the referrals/treatment.

Friends and family do not live in Derby

I have recommended it as I feel the Doctors and staff here treat me with a greater sense of respect which saves a lot of time in diagnosis.

Appointment booking difficulty, lateness of appointments

Never having been asked for recommendation it is difficult to know the required criteria which others would be seeking.

Have been with this practice for many years, including all my family. Good service and care throughout. However having moved out of this area last year - unlikely to recoment due to distance only.

I've been with the practice nearly 2 years and find everyone helpful. Doctors are very caring also nurses, and the receptionists are friendly.

Only lived local for 3 years but everytime I've been it's been a great service.

My Doctor is very helpful, and has helped me through a lot with myself and daughter

Because it is incredibly difficult to get an appointment and when you do the waiting time is unexplainable

The best Doctors and Nurses I have ever seen in my life. They listen and are truly interested in you as a person. I lived in East Yorkshire from a little girl and moved around 6 years ago. Best care I have ever received

Drs are sympathetic and knowledgeable

I've gained trust in my GP

Very friendly staff. Approachable Doctors/nurses. Always clean and tidy. Lesley on reception extremely helpful.

I've been with this practice since it first opened. It has provided excellent service to myself and my family. The receptionists are friendly and helpful and all the GP's all seem to have time to listen and discuss your problems.

Good service. Nice people

Prompt service from Dr Davidson. Compassion and willingness to listen. Thank you

Always satisfied with my visits and recommended my Doctor to my neighbour.

Reasonable distance from home to here

Can rarely get appointments when needed. Took 3 days this time

Always friendly and helpful

I have always had a good service from staff, respectfully treated and given appropriate information. Practice is clean. Waiting times for Dr O'Reilly have often been very long but he always gives each patient the time they need. I have also had a good service from the practice nurses and receptionists.

2 weeks for an appointment is rubbish

Usually able to get an appointment within a "reasonable" amount of time. Excellent doctors, nurses and reception staff

Find everyone very helpful, always

I have had a very good service, all the staff are very friendly and I would certainly recommend the practice to other people in the district.

Good service. Good relationship with GP (Dr Davidson)

Have found the practice to be very helpful

Practice has always been very approachable and helpful. When I have needed advice or access to a professional then my requests have been handled efficiently

Because me and my wife love Dr Batra

Helpful and friendly service but often long waiting time.

Good service

Approachable reception staff, appointments good

Usually seen the same day - all very welcoming and understanding

Usually straight forward to get an appointment. Excellent nurses who can deal with minor/routine problems.

Doctors are excellent and the Nurses, also the staff are very helpful

The waiting times to see certain Dr's is just too long. I book with Nurse where I can as I think they are fantastic.

Good GP's and Nurses, very informative and supportive. On average waiting time 30/40 minutes - not good when needing an appointment before work.

I always get an appointment when I need one and it's easy with online booking. All the staff are very helpful and friendly

Very friendly staff

Very good service, very helpful

A very friendly service, always keep you informed. Also if they can't fit you in an appointment they will offer you the next available

I always get an appointment, and have been with this practice a long time. We as a family have had good care.

Good service, a little hard to get emergency appointments

Friendly Doctors, never have to wait long

