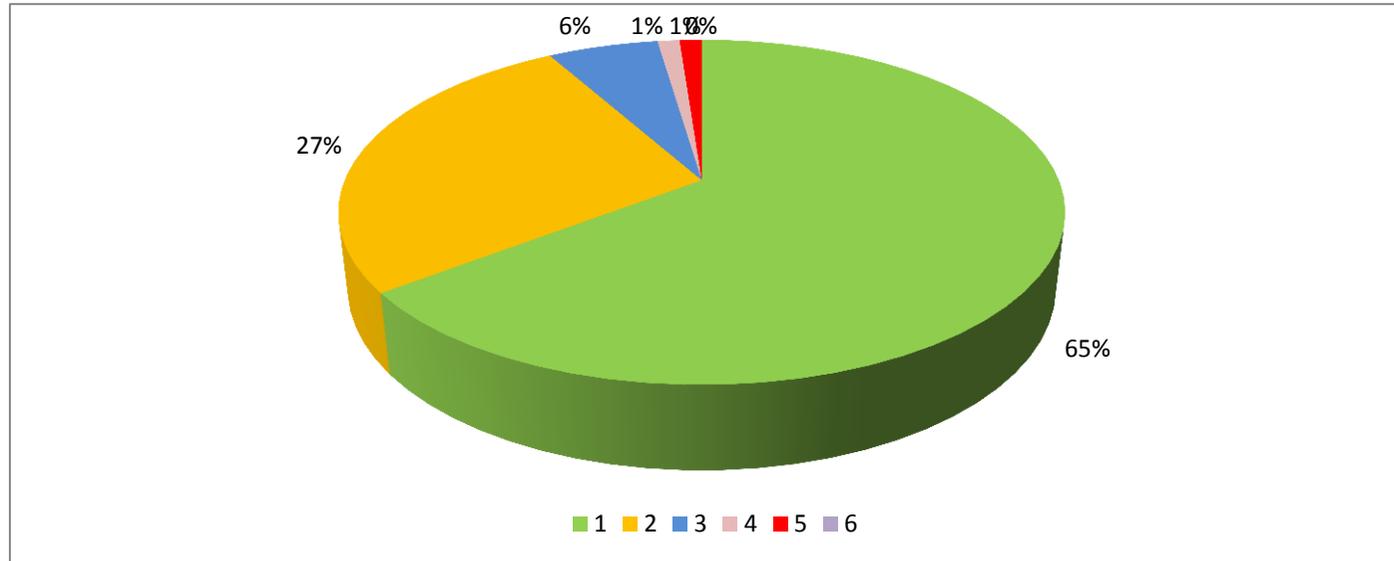


## Friends & Family Test Data March 2015



The NHS Friends and Family test is a way of gathering patient feedback, so that the practice can continually review our services. During March 2015, a total of 85 paper surveys were returned from our patients and on the whole we are very happy with the results. 92% of patients surveyed said that they would be likely or extremely likely to recommend us to their friends and family. 6% said that they were neither likely or unlikely or didn't know. Only 2% 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

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## Patient Comments

Clean, tidy and welcoming environment. Most Doctors understanding without attitude. Wait time like other surgeries.

The Doctors are all excellent, caring and thorough. Dr Davidson specifically shows outstanding care.

Confidence in Dr Davidson having recently switched and reasonable access to appointments when needed.

Have always been to see a GP when required, friendly receptionist.

Usually a good service

Extremely friendly practice, always willing to help. Nothing is ever a problem.

Very helpful and supportive especially in the last year with my illness. Doctors very supportive and always have time. Reception staff - very efficient, helpful and friendly.

Ability to get an appointment. Friendly service. Interested doctor (Dr Devagiri)

Main reason being the service levels from doctors - very thorough.

The practice is very friendly and the staff very helpful and all the nurses are efficient and caring.

I've not had any problems or complaints

Rapid appointment service, particularly in emergency. Helpful and kind staff.

Very friendly staff and doctors at the practice. They listen to anything to do about your health.

Very good service, appt easy to get, GP's take time and follow up.

Always had good treatment and GP's very attentive.

Never struggle to get an appointment. Generally good service.

I have always found the level of service extremely good.

Good doctors, brilliant reception staff. Always satisfied

Always happy with service - I've been coming to this surgery for over 18yrs.

All staff are welcoming, friendly and professional in their manner and treatment of myself and the family. I have no complaints.

Friendly staff admin, doctors and nurses. Very approachable. Impressed with new online system as I work.

Doctors have a very good consultative approach to medicine. I feel as though they treat each visit as important as the next. Generally easy to get appointment when needed.

The practice is very good at giving emergency appointments that are suitable. The service is good and there's usually not a long wait after allocated appointment time.

The practice are flexible and accommodating with any urgent situations involving children and are always willing, at the very least, to call and advise over phone. Online booking is really helpful and the text alerts are a good idea. There are both male and female doctors and very helpful nurses.

Fantastic service - able to book times/appointments to meet my needs.

Everyone is so cheerful and they LISTEN to you. They explain any difficulties. Reception staff are friendly while keeping a professional distance. The doctors themselves are wonderful, nothing is too much trouble and it never feels rushed.

Really good service - prompt and polite.

Very friendly and helpful, non-judgemental.

Care received has always been excellent, nurses and doctors professional, caring, great listeners and always go the extra mile.

Very good doctors

Friendly and helpful

Very friendly and very helpful staff and Doctors.

Appointments are readily available and all members of staff are very pleasant and very professional

I have been happy with the care I receive and my children receive from the Doctors at this practice.

Reception - people always helpful. Doctors very good, caring and listen to your problems.

Very responsive service almost always when needed support with my asthma. Has kept me working and contributing despite long-term condition.

Not a regular visitor so hard to comment. Lack of appointments seems to be an issue and availability of a weekend/evening surgery.

Always able to make an appointment - if no GPs offer advice over the phone which is perfect. Really friendly staff and great GP/midwife/nurse team!

Because of the first class service we have received

Very please with everything; doctors, nurses and reception ladies.

Very helpful and friendly, listen to problems and help resolve issues.

Small enough practice, to have a much more caring attitude towards its patients. Always given time by the doctors. Spoken to like a person not a number like my previous practices. Understand and care about Mental Health Issues.

No problems making a GP appointment

Have young kids and find to hard to get a appointment made for them when I need them to be seen. Even 111 service told me to call my doctors back and tell them my kids needed seeing within 12hrs. One of which is only 6 weeks

Incredible help over the years.

I am a new patient to the practice (along with my two children). Already you have overwhelmed me with your help. Everybody has been kind, with the willingness to help. I have never felt like a burden and the doctors which I have met have been thorough. I feel like I have found a true doctors surgery. Thank you

Always helpful and polite.

First time coming, seems a good surgery.

I have always found the doctors and staff extremely friendly and helpful.

I can usually get an appointment reasonably quickly.

Unfriendly staff, doctors don't speak clear English. Long waits for appointments.

Been with practice many years and it's usually been a good experience - though usually difficult to get an appointment

Staff have always been polite and efficient.

The staff are great but you have to know you will be ill 2 weeks in advance.

I've been here my whole life and have never a bad thing to say.

I've always received superb service at Brook Medical Centre. The reception staff are particularly helpful and Dr O'Reilly very knowledgeable and conscientious.

My little boy has always had excellent care and his respeat prescriptions for eczema are always ready on time which makes out lives at home much easier. Thank you

Always helpful staff - the appointments system is sometimes wrong I think. Can't always get in on the day. Always clean & tidy

Very friendly practice, always helpful and 9/10 always can get a same day appointment. Extremely friendly nurses!

Reception staff are always very helping i.e. appointments, prescriptions and like the doctors are brilliant especially Dr Davidson/Dr O'Reilly. I would definitely recommend the practice to others

Friendly, clean, pleasant staff

It's virtually impossible to get a doctors appointment anymore. I think they have far too many patients and not enough appointments or staff!!

They have been very good to me and my family.

Courteous and efficient

Always try and get you a suitable appointment. Doctors very caring and don't rush you, always happy to refer you on.

Good advice, feel as if someone cares.

Friendly staff. Competent and caring docs, nurses and reception staff. Fairly easy to get an appointment.

Friendly service, convenient location

Didn't know I could make any referrals. I have referred my dentist. Are referrals allowed re doctors on NHS?

It's my first appointment, so far everyone seems polite

Most of the time service is ok. But you wait too long for appointments now all doctors seem the same!!

Very approachable. Always listen. Continuity

Care, courtesy and all members of staff are kind and considerate

Friendly smaller scale practice but getting an appointment quickly can be an issue.

Friendly staff, good doctors who have time for you

Always friendly and can get an appointment easily.