

Friends & Family Test Data February 2016

1. Extremely likely

15

2. Likely

13

3. Neither likely or unlikely

1

4. Unlikely

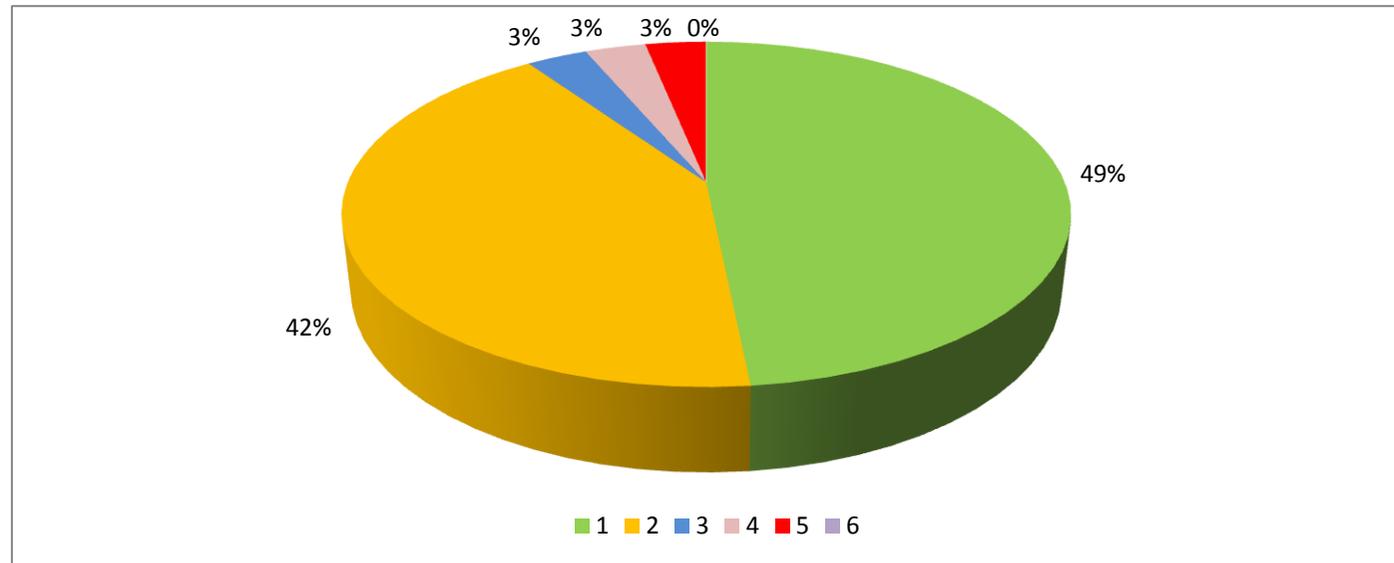
1

5. Extremely unlikely

1

6. Don't know

0



The NHS Friends and Family test is a way of gathering patient feedback, so that the practice can continually review our services. During February, a total of 31 paper surveys were returned from our patients and on the whole we are very happy with the results. 91% of patients surveyed said that they would be likely or extremely likely to recommend us to their friends and family. 3% said that they were neither likely or unlikely or didn't know. Only 6% were either unlikely or extremely unlikely to recommend us.

Patient Comments

My family have been using this GP for a long time and have always received the same polite service and treatments

Very good service from reception staff. Good understanding Doctors. Good availability of appointments

Always please and always prompt in sorting my health issues

Children have always been seen quickly when called for emergency appointments

Always seen immediately in case of an emergency. Appointments and time are kept to. Rarely ever any issues

Very difficult to get appointments on the day unless it's a dire emergency. Dr Devagiri very unhelpful and reluctant to help and investigate problems further

Since coming to live here, I have had wonderful help and kindness by all people who work here. Many thanks Jayne for all your help with my leg

Staff have always been helpful

Good Doctors and Nurses

Doubt it as you can never get an emergency appointment, has taken me from Thurs till Monday. Disgusting

Very friendly staff, and very confident in advise given by doctors and midwife

Always given great medical health advice

Reception are excellent and very friendly. I am very happy here

Friendly service, welcoming reception

Helpful staff and doctors

Dr O'Reilly is a fab doctor! Can always get an emergency appointment on the morning as you ring. Always helpful, would definitely recommend

The doctors listen to the patient

Never had a problem, usually on time and manage to get appointment for required time

Overall happy with service although sometimes difficult to get an appointment unless ring at 8am

Reasonable service. Happy with treatment

Due to my recent medical conditions and illnesses over the past year, I have received very good treatment and all staff have been professional, caring and so kind

Very good doctors, only problem is sometimes making appointments

Very good for getting quick appointments and the staff are always polite and helpful

Extremely helpful and friendly staff

Friendly receptionists, caring doctors, efficient and cannot always get an appointment within a couple of days

Reception is always prompt, polite and kind. My daughter had a tough past year and we were always seen or advised. We feel looked after. Nurses and GPs are brilliant, and Sian the midwife is lovely!

Waiting times in the waiting room often very long - never see doctor at the appointment time.

The nurses, midwife and doctors are lovely, only downfall is the waiting times

Very efficient practice, excellent doctors and supportive admin staff

Because I always get seen on time and the appointment does make a difference

Very impressed by care and responsiveness of practice team and particularly Dr Devegiri in relation to my daughters reaccuring ear infection

The niceness and helpfulness of the staff e.g. the practice nurses

Always manage to get an appointment

Always have received a very good service for myself and my daughter

Good GP

Good all round service, good staff, excellent Doctors

COMMENTS

Negative comments were not signed and therefore patients cannot be contacted. Patients are offered an appointment within 2 working days