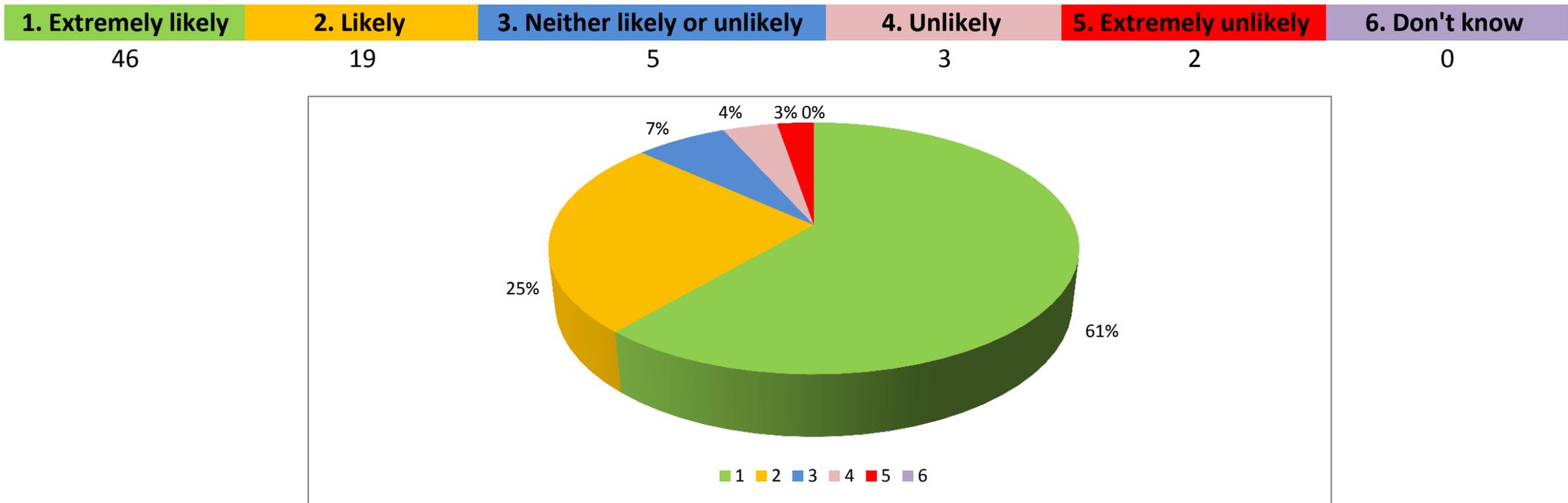


## Friends & Family Test Data June 2015



The NHS Friends and Family test is a way of gathering patient feedback, so that the practice can continually review our services. During June 2015, a total of 75 paper surveys were returned from our patients and on the whole we are very happy with the results. 86% of patients surveyed said that they would be likely or extremely likely to recommend us to their friends and family. 7% said that they were neither likely or unlikely or didn't know. Only 7% 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 June's Friends & Family survey

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## Patient Comments

Efficient and friendly - no appointment problems. Nice Doctors especially lady Doctor. Efficient non-invasive reception. Good range of services.

I am not ill very often but it depends which doctor you see. I have been given conflicting advice by doctors at this surgery in relation to my daughter's dietary intolerance.

Understanding and sympathetic doctors and reception staff

It is extremely unlikely that I would recommend. How can you refuse to see a patient that is 5 minutes late, then keep patients who are on time or early waiting up to 50 minutes? There is no clock in the waiting room and receptionists don't even try to advise waiting times. It is unfair and rude.

One of the best practices I have been to so far. After all I'm only 61!

Good Doctors and a very nice clean surgery, certain members of staff on reception however cause issues that need not arise. All members of my family have had issues with reception at some point!

Feel listened to when me and my family come here

Because the Gp's are polite and helpful and understand with their patients, as are the nurses and receptionists on arrival to appointments.

Reception staff are always approachable, please and helpful. Medical staff listen, give time to fully explain details and really care.

Always received 1st class service

The Doctors are good but getting a pre-booked appointment is difficult and ringing at 8am isn't always possible. I put off seeing the Doctor for long times because of this.

Never have too many problems when getting an appointment when I need one

The doctors are lovely

Good all round service and treatment, superb doctors

Everyone is very helpful at the surgery. I have always had a good service from this surgery especially since being diagnosed as diabetic.

The doctors are good but have had lots of issues with reception i.e. Dr said get prescription in 24hours it took 3 days - they wouldn't try and do it any quicker.

Generally good service, though sometimes waiting times are long and isn't that easy to get an appt other than 'ring at 8' which often isn't convenient.

Pretty much always get appointment

Very friendly and helpful

It's very friendly and clean. The GPs are efficient and approachable too. I never have to wait long for an appointment either.

Never too long to wait until can get an appointment to see a Doctor. Also Doctors very thorough when you do need to see them.

It is usually possible to get an appointment quite quickly - sometimes as an emergency. Convenient location with car park

Dr Davidson is fantastic

Mostly met all needs

There are often mistakes surrounding my medication connected with hospital consultants. There is often no back up method of seeing a GP when the surgery is closed.

Because they are friendly and very helpful

Friendly great service

Good GP's - listen and effective treatment. Receptionists approachable and helpful (mostly)

Easy to book appointments, friendly staff

Only because I don't know anyone here yet! And family are not close by.

Staff are helpful and friendly, try to get you an appointment if they can. Nurse practitioner helpful and informative, Doctors friendly

Always able to see a Doctor at short notice, as a first time mum I feel very supported by this practice.

Can always get an appointment when needed, even if it's with triage nurse initially. Don't have to ring at 8:30 everyday to get appointment, can book in advance. Friendly and helpful staff (all staff). Personal nurses, Dr O Reilly is very thorough and personal.

Very happy with the Doctors apart from waiting time to get an appointment which I understand is a country wide problem anyway.

Very good Doctors, very friendly.

Always very helpful

Me and my husband have always been very happy with the care from the whole team.

I have had very good treatment from the surgery

Doctor and Nurse care excellent. Admin staff have been poor on occasion in the past.

All staff friendly

Doctors and Nurses are nice

I'm always impressed with the Doctors and the standard of care.

Polite staff, caring and attentive GP's

The practice is well-organised and provides urgent appointments reasonably easily. The nursing staff are accessible, friendly and informative. I've not scaled "extremely unlikely" as I underwent emergency hospital admission due to an error in diagnosis by one GP but received an apology from them.

Been with the practice a number of years and I am happy with the service me and my family have received.

Always can get an appointment when I phone up (lovely people at the other end of the phone)

Everyone is so pleasant and helpful. One never feels a nuisance. The doctors themselves are excellent and give you plenty of time. There never seems to be a rush.

This is a really good practice, must be one of the best in the city, I think. They really listen!

Friendly, efficient, helpful practice

Nice, positive and friendly atmosphere

Friendly doctors, nurses and staff. Very good doctors and nurses

Always good, kind and has help me loads

Friendly staff

Caring staff from receptionists to nurses to doctors

Although I have always been able to get an appointment when call at 8:00am for an appointment that day, trying to book appointments in advance can be a challenge. My experience with GP consultations has been mixed.

Been with the same practice fpr years. All round great team.

Needed a doctors appointment rang up on a Thursday couldn't get me in until a week Friday after, got appointment with nurse but even then had to wait a week, it was asthma related.

Professionalism

Punctual, reliable and friendly

I think the practice is efficient and accomodating, staff extremely helpful and polite

Time taken to get an appointment and then walk into an empty waiting room. Misdiagnosis by doctors

Can often get in with GP on day needed. Can book online. Can see nurse easily - Liz is very easy to talk to

Good quality doctors, but some times hard to get appointment. Good location. Easy parking

Always received good service, never had any problems. One incident with Dr Lucy? But I don't think she's here anymore anyway! Lovely staff otherwise, always helped me.

This is obviously dependent on where friends and family live, but I've always found this practice to be helpful and welcoming.

I have found Brook Medical staff from reception to doctors & nurses to be very efficient, helpful, professional & caring. Personally they are in my opinion, excellent

Always possible to get an appointment when needed & good service when seen

Three week wait to see Gp when suffering severe depression (bed bound)

Pleasant staff, good GP