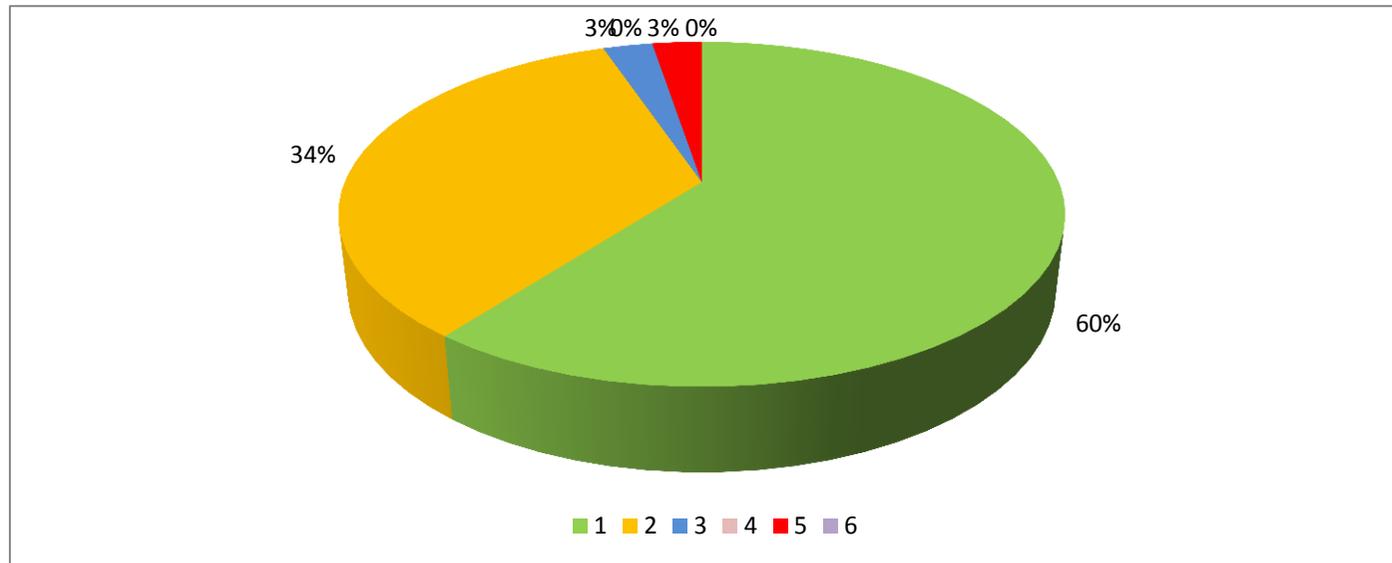


Friends & Family Test Data August 2015

1. Extremely likely	2. Likely	3. Neither likely or unlikely	4. Unlikely	5. Extremely unlikely	6. Don't know
23	13	1	0	1	0



The NHS Friends and Family test is a way of gathering patient feedback, so that the practice can continually review our services. During August 2015, a total of 38 paper surveys were returned from our patients and on the whole we are very happy with the results. 94% 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 3% were either unlikely or extremely unlikely to recommend us. Many negative comments were about the appointments system.

Patient Comments

Good service, very helpful staff and the appointments are very good

Very friendly environment, staff are approachable and care about your needs

I like my GP - she is helpful, empathetic and understanding

All the desk staff are really informative and helpful if you say you need to see the doctor quickly they will try and accomodate you. The doctors are really tuned to your needs

Friendly practice, lovely staff and doctors

I have found everyone at Brook Medical Centre very helpful!

Well run GP practice and medical centre

I have been at this surgery for many years and I have always been satisfied

Friendly and approachable staff, good treatment - I feel very comfortable here. Seen (normally) straight away

Great and friendly practice, lovely staff/doctors

Thorough doctors with explanations you can understand. Always feel you have answers after a visit

Always friendly, helpful & polite reception either in person or on the phone, don't seem to ever have any significant difficulty booking appointments, caring doctors

You can always get to see the doctor with in one week and all the staff are really helpful

Always have got in when I've needed to

If I need an urgent appointment I nearly always get in the same day

Brushed off by doctors when discussing problems

Always helpful. Been here all my life and everyone is very happy to help

Very good practice, always very helpful

Think adequate service - but long waiting times and not getting to to see the doctor of your choice make me pick this option

This is an excellent practice, and compares favourably to my previous one

Not always easy to make appointments but friendly, helpful staff from receptionists through to doctors

Excellent practice

Courtesy and efficiency of reception. Excellent service of GP and practice nurse

Reception helpful. Usually can get an appointment in a reasonable period of time

Been with this surgery for many years and have been treated fairly. Would be better if you could get a quicker appointment, 2 weeks wait is too long!!

Rceptionists always try to offer appointments. Doctors and Nurses always listen and take time to sort problems

Great service, I can always get appointment. Great staff

Always helpful and will go out of their way to try and deal with what you need. Just need few more appointment openings. Brilliant Doctors and Nurses

Friendly practice

They have been very good to all the family over the years

The service is very efficient and professional. You can get an appointment in good time. The staff are very friendly and helpful - SMS for appointments is

very handy.

I've always been happy with the service that I've received

Location, friendliness and helpfulness

Always friendly, helpful on reception, Doctors approachable and local to us

I've always been satisfied with the care and treatment received

Can always get an appointment. Staff are very friendly. GP's are excellent and have given great care to myself and family

[Redacted text block]

