

Friends and Family Comments

August

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

From SystemOnline Patient Questionnaire

Positive comments

'Have been a satisfied patient for many years and even though not living in the village still prefer to come to this practice.'

'Friendly surroundings, appointments mostly on time.'

'Local and friendly.'

'Receptionists are polite, helpful and listen to requests/reasons for a same day appointment. It is unusual not to be able to get an appointment, especially for the children. All doctors are pleasant and pro-active where needed.'

'Friendly staff great doctors and nurses and don't have to wait long for an appointment.'

'Always had a good service from this practice. Easy to get an appointment, receptionists, nurses, GP's all great.'

'Friendly staff.'

'Very efficient, friendly service. Doctor immediately understood my problem.'

'Very happy with the service received.'

'I feel that the doctor listens to what I have to say and doesn't juts rush me out or brush off my concerns.'

'Helpful staff.'

'The doctors/nurses are nice, polite and are trustworthy as well as being able to provide you with what you need at the time.'

Areas for development

N/A this month.

Results from Elekiosk (in practice) Feedback

Positive comments

'...I have been well looked after by this practice...'

'Very good service.'

'Excellent practice.'

'I've always got an appointment when needed. Receptionists are very helpful and the doctors are all nice, friendly and patient.'

'Always found everyone at the health centre so helpful...'

'Excellent service.'

'Very helpful staff, nurses, doctors and all girls on reception are amazing.'

'Excellent service and care.'

'Lovely reception team.'

Areas for development

'...it takes a while to see the GP, even when you're on time...'

Results from Survey (in practice) Feedback

Positive comments

'Receptionist very helpful.'

'Nice surgery.'

'I was seen fast and the nurse was very helpful.'

'Great nursing staff.'

'Friendly service.'

'Good and prompt.'

'All staff are friendly and always have time to answer anything you might need help with.'

'Great service, couldn't ask for better.'

