

Friends and Family Comments

June

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

'Excellent service. Staff are so helpful and friendly.'

'Very good doctors and staff'

'Usually get satisfactory treatment whenever I have had to visit the practice'

'Thorough examination from polite, friendly and informative doctor'

'It's a local practice easily accessible and normally very efficiently run'

'I have always found that the doctors (practice partners) in this practice have a genuine caring manner and desire to help me through my health issues'

'I have had no problems at this surgery, always able to get an appointment'

'Doctors and staff are approachable'

'The helpful and friendly staff, the availability of appointments, the caring doctors and nurses, need I say more!'

'All staff are friendly, welcoming and professional. I feel I am valued as a patient and everyone is supportive in meeting my needs'

'Easy access, friendly, helpful reception staff'

'The appointment system (the ability to ring up for appointment the same day) and online options are a major bonus for me'

'I have always been able to obtain an appointment in a very short time period. Everyone at the practice is friendly and professional'

'I have always found the GPs at the surgery helpful and friendly'

'I can usually get an appointment when I want one and I am always happy with the treatment I receive'

Areas for development

'Appointments are frequently running behind'

'...getting an appointment or flexibility around speaking to someone can be difficult. Repeat prescriptions are not always done promptly...'

'...you can never get an appointment, find receptionists very unhelpful...'

'The doctors are good, but it is difficult to get appointments if you need one e.g. within 2 or 3 days. I do like the added accessibility of using the web to request prescriptions and make appointments...'

Results from Elekiosk (in practice) Feedback

Positive comments

'all staff are fab'

'faultless reception staff :)'

'Every doctor is lovely and you have great service'

'...the service I have received from doctors and the reception staff was brilliant'

'...always available. friendly and helpful...'

Areas for development

'...drs run late...'

'...receptionists always efficient however drs run late often without apology...'