

Horsefair Surgery Friends and Family Test

November 2014

Q1	How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?		Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
		Numbers	77	42	4	0	0	0
		%	62.60%	34.15%	3.25%	0.00%	0.00%	0.00%
Q2	How helpful do you find the receptionists at your GP practice?		Very Helpful	Fairly Helpful	Not Very Helpful	Not at all helpful	Don't Know	
		Numbers	96	25	2	0	0	
		%	78.05%	20.33%	1.63%	0.00%	0.00%	
Q3	How easy is it to get through to someone at the surgery on the phone?		Very Easy	Fairly Easy	Not Very Easy	Not at all easy	Don't Know	Haven't tried
		Numbers	39	66	14	5	1	2
		%	30.71%	51.97%	11.02%	3.94%	0.79%	1.57%
Q4	How easy is it to speak to a doctor or nurse on the phone at your GP practice?		Very Easy	Fairly Easy	Not Very Easy	Not at all easy	Don't Know	Haven't tried
		Numbers	31	44	8	1	8	30
		%	25.41%	36.07%	6.56%	0.82%	6.56%	24.59%
Q5	If you need to see a GP urgently, can you normally get seen on the same day?		Yes	No	Don't Know			
			84	17	21	122		
			68.85%	13.93%	17.21%	1		

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			Less than 5 Minutes	5-10 minutes	11-20 minutes	21-30 minutes	More than 30 minutes	No set time
Q6	Thinking of your most recent consultation with a doctor or nurseHow long did you wait for your consultation to start?							
			11	51	35	11	8	3
		%	9.24%	42.86%	29.41%	9.24%	6.72%	2.52%
Q7	Overall, how would you describe your experience of your GP surgery?							
			Excellent	Very Good	Good	Fair	Poor	Very Poor
			50	53	18	3	0	0
		%	40.32%	42.74%	14.52%	2.42%	0.00%	0.00%

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Nov 2014 Comments

26/11/2014 12:37:00

Once in with the doc - the consultation was v good.

It's a lot friendlier than our last one.

Very friendly and welcoming and helpful

Nice friendly people

Happy with the service

N/A

There seem to be a lot of cars in the car park and not a lot of persons in the doctors.

Excellent. Helpful- Great Service

Friendly, helpful, approachable and professional. Extremely luck to belong to this surgery

All good

I don't understand why the NHS finds it so difficult to identify and share best practice. Horsefair is excellent (and has been for 30 years) but also integrates its service with the Horton (eg Sunday morning surgery to relieve A&E). Dr Cherry is always caring and attentive - with unprompted follow up visits / calls to ensure things are OK. If this sounds too effusive then that is unfortunate because the scores above are truthful reflection of reality.

Always very helpful and good service

Receptionists always helpful and friendly. Car park major issues sometimes

Friendly staff. Nice waiting room

Very good practice

The few times I have to use this surgery I find all staff and doctors extremely helpful at all times

Really appreciate the supportive nature of the practice and their patience.

I do find it difficult at times to get through to the surgery

I have lived all over the UK and will say that Horsefair is by far the most professional and best practice!!

Generally everyone is very helpful and customer friendly. However there has been a receptionist who has been maybe a little less helpful and officious

Have Always recommended this surgery to friends and family. Excellent surgery. No complaints.

I'm hardly ever here except for yearly checks but when my children have needed urgent care, the whole of your team have provide first class care.

Thank you. I have no comments at the moment.

Everyone is friendly and helpful

With Dr Cherry Top Class 110%

I have just moved to the area with my husband. This surgery is a breath of fresh air to what we have experienced in the past!!

always found the staff and doctors extremely courteous and helpful. Have received excellent care when needed.

Clean tidy friendly

always found the staff and doctors extremely courteous and helpful. Have received excellent care when needed.

Friendly efficient services - always appreciated especially when my son is poorly.

Car parking always a problem

Generally very good and it is easy enough to get an appointment booked and to be seen either by a doctor or a nurse.

Somehow add more parking

water dispenser should be provided in the main waiting area

Once I went to see a male doctor about a personal problem. As soon as I walked in he commented on the fact that I was wearing shorts. It made me feel slightly uncomfortable. Also when I explained he looked at me strangely and made me feel quite alienated. He referred me to a female doctor.

Found it to be fair. If urgent can usually see a doctor the same day.

Normally use Middleton Cheney surgery as more convenient and generally more friendly and quieter.

I have been a patient of Horsefair my whole life. I have always found the staff very friendly and helpful.

not so (illegible word)

If a blood test is needed why make a separate appointment. You used to be able to have a blood test on the same day. This is hard mainly for the less independent elderly.

I find the whole surgery runs great. Can always get an appointment. Waiting times sometimes longer than I expect. Car park needs better spaces and monitored as people use it for shopping.

I've seen a lot of the lady doctors at the practice throughout my pregnancy and they have all been excellent - very supportive and receptive. The midwives have all been excellent too with great advice and support. The only tiny problem has been that midwife appts always involve waiting a long time. I had a number of appointments in the afternoon and waited up to 45 minutes after my appt time which is tiring after a day at work whilst heavily pregnant. So maybe a more realistic time slot for midwife appointments could be considered.

Unless an emergency you have to wait too long to long for an appointment. Otherwise practice very clean, staff friendly and (apart from the reason for being there) a nice experience.

I wish the government would help you more ie training, staff, premises :)

The car parking is always a problem

I walked in for flu jab without an appointment and had it five minutes later.

have used many services as well as doctors at the surgery - asthma clinic, well being. Have always found the nurse/doctor is interested and will listen to what I have to say. I never feel rushed. Can nearly always get seen by the doctor you want. D Williams is fantastic.

Always easy to get an appointment. Excellent doctors and approachable staff. Keep it up :)

Really good practice, great staff and GPs

Brilliant asthma clinic, very helpful, and they listen to the patient.

n/a

I'm always happy with the service and the staff are always very friendly :).