Castle Mead Medical Centre - Friends & Family Test Results

MARCH 2019

**How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?** *Please tick the appropriate box*

|  |  |
| --- | --- |
| 57 | Extremely likely |
| 5 | Likely |
| 2 | Neither likely nor unlikely |
| 0 | Unlikely |
| 1 | Extremely unlikely |
| 0 | Don’t know |

**If we could change one thing about your care or treatment to improve your experience, what would it be?**

|  |
| --- |
| Medical/reception wise all good. Bigger car park!! |
| I cannot think of anything this time. Thank you. |
| More Doctor appointments on the day by phone |
| Availability of appointments |
| Make more appointments available to pre-book. |
| I would change nothing my treatment and care have been 1st class. |
| I can't think of anything that needed changing today. My appointment was on time. Everything was explained simply and well. Thanks |
| Having more time to talk. |
| No my treatment was first class by very Caring Practice Nurse and the Doctor Duty |
| I wouldn't change anything , the nurse was brilliant, Thankyou |
| No change an efficient and punctual experience well done |
| Nothing. |
| Nothing |
| Improve the appointments system. 8am calling is frustrating and usually unfruitful. Not being able to book an appointment for within a few days but weeks ahead is ridiculous. |
| Waiting time to get an appointment to see any doctor far too long. Had to wait 4 weeks. |
| Free prescription |
| Car parking |
| Everything was fine |
| Excellent practice would not change it |
| Nothing |