**Castle Mead Medical Centre - Friends & Family Test Results**

**DECEMBER 2019**

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

|  |  |
| --- | --- |
| 41 | Extremely likely |
| 9 | Likely |
| 1 | Neither likely nor unlikely |
| 1 | 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?**

|  |
| --- |
| * Nothing
 |
| * Get appointments earlier
 |
| * But i don't want to let the secret out the bag, so maybe a 5 or 6 would be better !
 |
| * Nothing, all good thanks
 |
| * Not having to wait weeks before getting an appointment.
 |
| * The Centre is really good and, as far as I am concerned, nothing needs improvement. Regards Dave
 |
| * We already asked you to sort out the phone answering "situation" on the previous survey & I assumed it would be looked at then? Maybe not.......
 |
| * Everything okay
 |
| * Time waited for procedure
 |
| * It is impossible, but if you could fix my pancreas I would be in your eternal debt.
 |
| * Reduce appointment lead time for named doctor
 |
| * I cannot think of anything at the moment. Thank you.
 |
| * Shorter waits for appointments would be nice
 |
| * Increase the appointment duration,10 minutes is not usually enough time.
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