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

**NOVEMBER 2019**

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

|  |  |
| --- | --- |
| 65 | Extremely likely |
| 6 | Likely |
| 0 | Neither likely nor unlikely |
| 3 | 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?**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
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|  |
| --- |
| * Nothing always first class
 |
| * Nothing
 |
| * To have longer opening hours or an extra doctor
 |
| * To see a doctor more often, instead of a nurse practitioner.
 |
| * None
 |
| * Nothing. Experience was exemplary.
 |
| * Get an appointment within a month
 |
| * On this occasion it could not have been better. Appointment on time, the nurses treated me as

 if they had all the time in the world and the injection did not hurt. Just straightforward and 'easy'. |
| * Longer appointments please
 |
| * Nothing
 |
| * Availability of appointments
 |
| * I wouldn't change anything.
 |
| * Being able to get an appointment the same week and not wait two plus weeks for one
 |
| * Additional GP's in the practice to relieve the strain on the current Doctors that do an amazing job.
* This would therefore make it easier to an appointment to see the Dr that has been dealing with

 the patient's care rather than only being able to make an appointment in 3-4+ weeks in advance. |
| * Doctors would see patients on time not over 30 minutes late
 |
| * Being seen on time
 |
| * I fractured my foot 9 weeks ago and it took 5 weeks to see a doctor and I'm still no

further towards knowing what's going on! I just keep being given different tablets that are doing nothing. I feel completely lost |
| * I cannot think of anything at
 |
| * Appointments released daily not just Fridays
 |
| * Everything was great, thank you
 |
| * Open surgery to make it easier to access dr of choice
 |
| * Cant think of anything, service I received was excellent
 |
| * Make it easy to get appointments
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