



FRIENDS & FAMILY TEST RESULTS

June 2016

Number completed: 27

100% of our patients would recommend our GP Practice. We really appreciate your feedback and strive to continue improving our services.

‘How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?’

Extremely Likely: 26

Likely: 1

Neither likely nor unlikely: 0

Unlikely: 0

Extremely unlikely: 0

Don't know: 0

Comments:

The practice has been very supportive, particularly when I have emergencies. I feel they know me very well as a patient and provide a high standard of care. I have never felt rushed by receptionists, nurse or doctors

Been with this practice since 1976 and have been treated better than friends and family at other practices in this area

I've always been treated with respect & dignity. I've always had complete confidence in the skills of the doctors & nurses & the receptionist have been courteous

We have always found everyone at the practice very helpful. You can always get an appointment when needed & follow up care is exceptional

Some excellent GP's – v caring. Friendly receptionists. Usually easy to park

Everyone very pleasant & efficient, doctors always very caring and listen

Everyone was professional yet friendly. I was seen timely and never felt that the Dr was rushing to get me out of the door. I was referred to you clinic for an ENT consult and now wish I could be a permanent patient with you

I was seen by Dr Impey and as I told her, I felt more comfortable seeing her than I have with any other doctor I actually felt uplifted after my consultation. Thank you Dr Impey

Willing and helpful staff. Doctors who endeavour to help me

I would recommend this practice but never try to push a recommendation too far as from experience different people have different experiences with regard to GP practice, school, restaurants etc.!

Everyone is very helpful and kind. Drs through the years have always had time to listen to you. That's why I'm so grateful to all of them

Helpful receptionists. Caring and helpful doctors who listen!

I've always found staff at the surgery to be helpful and kind

Everybody is so helpful, receptionists, doctors & nurses. If I've needed an urgent appointment they will go out of their way to help, same if we want to see someone specifically

I have been with the Elms since 1979. I find the medical, nursing and receptionist/secretarial staff consistently (with the very odd exception) helpful, interested and actively helpful. Thank you all.

I get excellent care from every doctor I see and also every nurse, the receptionists are kind, friendly and very helpful, especially Sue. I have never had difficulty in making an appointment and seldom have to wait very long. It is a very good experience. There is mutual respect between staff and patient

Always been helpful. Been with this practice since I was born. Always seen me asap. Polite, caring staff

Very happy with service

Phone consultation within 2 hours of calling. Quick, easy, prescription picked up 3 hours later

Care – consideration and efficiency – speed if needed – no rush – always listens. Easy to get an appointment not always with doctor of choice but all are good. Receptionists always try to fit you in somewhere

Always helpful

We have a very good surgery

I am very happy with this surgery

Excellent service from doctors

Pleasant atmosphere in reception. Dr friendly & professional. Answered all questions and was reassuring

The service of both reception staff and doctors is usually fantastic

Excellent service and care. Staff always makes an effort to accommodate and most doctors and nurses are brilliant. We are very fortunate to have such a practice. Thank you to you all for what you do

Friendly, helpful manner whenever myself or children come to this practice. Always aim to please. Thank you