

Friends and Family Comments

May

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

From SystemOnline Patient Questionnaire

Positive comments

'Always had efficient service.'

'I have, on the whole, had a good experience, as has my family...happy that a Saturday service is available.'

'Have always had good service when I needed to be seen by doctor or nurse, and everything is explained as procedures are carried out.'

'...staff are approachable and friendly...'

'I have always had excellent care and treatment from the team at the practice.'

'Most doctors in the practice are very approachable, efficient and actually listen to a patient's problems and fears. I have never been refused the opportunity to either see a doctor or have a telephone consultation in an emergency. The reception staff also do their best to help with any problems...'

'Friendly, nice staff.'

'Doctors are friendly and helpful and seem interested in finding the best solution to anything you go to them with. Very professional and usually manage to sort out problem pretty quickly. Reception staff friendly and efficient.'

'...excellent facilities, excellent doctors, excellent receptionists...'

'I like the girls on the desk and trust the GPs. Friendly staff who seem to know us when we book in makes such a good impression.'

'I have always been very well looked after.'

Areas for development

'Disappointed that the evening surgery is no longer available...'

'There have been some teething problems with the prescriptions being sent direct to our Chemist in that staff thought they had sent the prescription electronically but it had not actually gone. I expect this will be resolved soon.'

'It would be better if I could speak to the same GP every appointment.'

'Only improvement would be to ask reception staff to be more discrete...'

'It is sometimes difficult to get appointments when needed. The receptionists are often abrupt and unhelpful.'

Results from Elekiosk (in practice) Feedback

Positive comments

'Amazing staff, very helpful.'

'Doctors and admin staff very pleasant and helpful.'

'Amazing reception service.'

'Excellent customer service given by all staff, starting with the lovely and friendly receptionists the caring nurses and helpful doctors. Coming here when ill always makes you leave feeling a tad better.'

Areas for development

'Hard to get appointments, not enough doctors...'