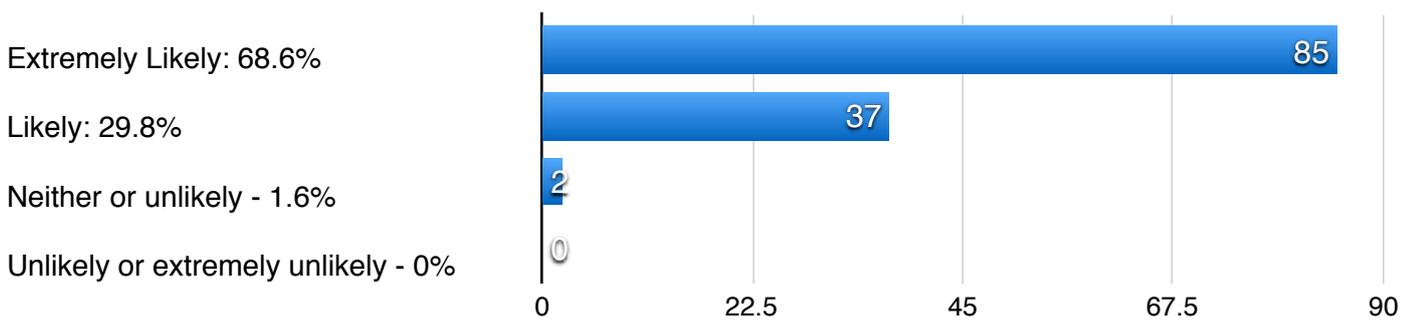


FRIENDS AND FAMILY SURVEY

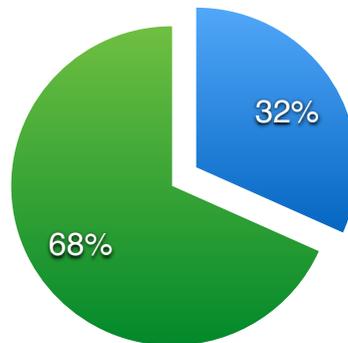
2014/2015

124 patients were asked, what they think of their recent experience of out service. How likely would they recommend our GP practice to friends and family if they needed similar care or treatment?



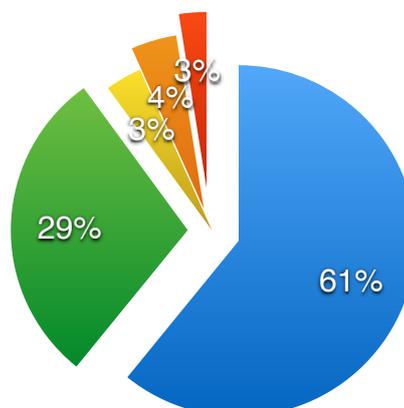
Gender

- Male
- Female

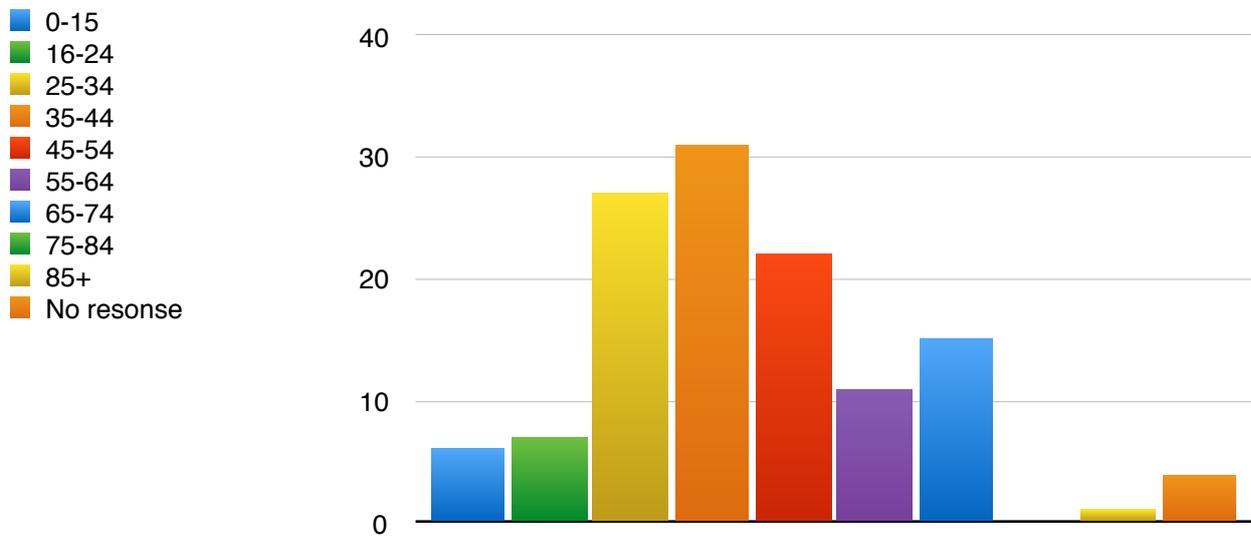


Ethnic Group

- White
- Asian
- Mixed/Multiple ethnic groups
- Black/African/Caribbean/Black British
- Other ethnic group



Age distribution



Comments received from patient

1. Friendly, request repeat prescription over the phone.
2. Receptionists are helpful, priorities to children should be given even if fully booked.
3. Providing a good service and friendly environment, needs more female doctors.
4. Happy with the service, all is good, appointment system good.
5. Friendly staff, appointments system is good.
6. Good service, need to get patients on time for their appointments.
7. We have been offered a lot of advice and guidance on health.
8. Doctors, reception staff and nurses are excellent. Doctor was very good at explaining symptoms and reassuring, patients seen straightaway.
9. Book appointment straightaway for the day I wanted. Had to wait 25 minutes to see the nurse.
10. Always a friendly face at reception. Pleasant personal and help.
11. Friendly staff and doctors.
12. Can receive an appointment without any waiting time. Also friendly staff on the reception + medical staff. Make sure patient going into appointment on time if possible.
13. Easy to make appointment. Brilliant service, well done.
14. Could midwife management with antenatal and postnatal care. Quick appointment for children under one year.
15. Haven't been registered for long, but up to now okay.
16. Happy with the service, easy to get an appointment with GP on nurse.
17. If we can get appointment when needed.
18. Friendly service.
19. On time appointments.
20. Getting people appointment fast.
21. Better at listening now, medication got change without specialist.

22. Through when seeing me especially when tests are required. Sometimes waiting times are too long (half hour wait when arrived on time)
23. Dr Gonzalez is a brilliant dr, always want to see her and recommend her.
24. It's easy to get same day or next day appointments, try to reduce the waiting times at reception before seeing the doctor. It would also be good to have a little beep sound on the LCD screen when the name shows so we don't keep staring at it all the time.
25. Good appointment system. We were able to get appointment when needed. It will be good to have online appointments.
26. Feel welcomed and I am extremely happy, no need for anything improvement.
27. Friendly, helpful, no need for improvement.
28. Friendly helpful staff always.
29. Friendly doctors and reception staff. Display to show waiting time.
30. Checking on patients well and giving correct medicine.
31. Completely satisfied with the service.
32. The reception staffs are fantastic, very friendly and helpful, doing a great job, keep up the good work, the doctor are great- 10/10.
33. Doing everything well, don't need to improve, doctors and staff are very nice and efficient.
34. Friendly and professional.
35. Easy and quick access to doctors due to availability of appointments.
36. Friendly caring staff.
37. All good, no need for improvement.
38. Always explain everything very well.
39. Shorter waiting times, informative service, lots of information. It would be helpful to have appointments online.
40. Fast at answering phones, always got an appointment. Very well advised by all the doctors.
41. I feel very confident that the surgery, very nice and lovely people. No need for improvement.
42. Everything – great service, very friendly reception staff.
43. Front of house excellent and GP explanation very good. Would be good to have patient Wi-Fi and to improve waiting area. Saturday opening hours please.
44. Personally I have always found the staff pleasant. Whilst we are you waiting to see Dr could we please have a TV to watch and magazine.
45. Everything friendly, courteous and exceptionally efficient. No need for improvement.
46. Receptionists are very friendly understanding and helpful. Need separate waiting area for autistic people and priority appointments.
47. Receptionists are pleasant and helpful. Always given good advice and information and try to get us in to see a doctor.
48. Helpful, friendly reception, good service from medical staff.
49. Great service and informative staff.
50. Extremely helpful and very informative.
51. Listening, caring and polite. Keep doing what you are doing brilliant.
52. I'm very pleased, get seen almost on time, very friendly.
53. Easy to book in, fast appointments, through treatment.
54. Quality care and advice from reception. It would be nice to be able to book nurse appointment more than a few days in advance.
55. Patients are seen quickly and promptly. Have a online booking system for people who work.
56. Excellent customer service.
57. Procedure explained, caring nurse.
58. Staff are nice and polite.

59. Very good facilities and incredible staff.
60. Very friendly staff and doctors.
61. Quick efficient service, friendly staff. Quick appointment times and redning time is great.
62. Providing great care and service, advice, and treatment. Keep it up.
63. Happy with all services which have been provided for me.
64. Friendly service. Online prescription ordering should be made available.
65. Follow-up appointment after risottos call my doctor explained clearly. Very happy.
66. Friendly and helpful reception, very good doctors and nurses. Not much to improve.
67. Very supportive, giving a lot of detail to put your mind at rest.
68. Receptionists are always pleasant and helpful. Dr always explains things well and puts me at ease. Would be nice if the surgery could start at 8:30 AM.
69. Friendly and helpful staff. Dr listened to problems and explained the condition and treatment clearly. Very pleased.
70. The doctors listen and cares about health issues and treat you like an individual.
71. Receptionist very friendly and helpful. Doctors very pleasant and lessons I'm happy with everything.
72. Very pleasant staff and helpful.
73. Brilliant reception, good appointment times, seen urgently when needed.
74. All is good, doctors are lovely. Room for improvement – timekeeping.
75. Always fits me in, always polite receptionist.
76. Everything, the service provided is second to none. No improvement necessary.
77. Excellent patient service and patients are well treated. Continue as you do.
78. It starts with the receptionists, friendly, professional and courteous. Not sure what you can improve on.
79. Very caring nurse. Made me feel very relaxed.
80. Individual personal support from GP. Need more appointment times.
81. Excellent consultation, put my mind at rest.
82. Me and my family are with this practice for more than 13 years, so to us this feels like a family. Just carry on and stay in touch with the time and technology.