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Patients are advised their comments can be given anonymously.**  **52 Friends and Family Tests completed**  **” How likely are patients to recommend our GP Practice to friends and family if they needed similar care or treatment?”**   * 46 **patients indicated – Very Good** * **4 patients indicated - Good** * **1 patients indicated – Neither good nor poor** * **1 patients indicated – poor** * **0 patients indicated – Very poor** * **0 patients indicated – Don’t Know**   **Comments from patients who chose Very Good**   * I went in on time to see the doctor and he listened to me and was very professional. * Been good to me when you * Just amazing at your jobs * Everyone is doing their best in the practice which comes over very well. * The doctor was very good * The reception staff were so helpful. Even trying different pharmacies to help me, I am really grateful. * Nurse was lovely, she made me feel welcome as she new I was new to the surgery and she had good interpersonal skills, did not make me feel rushed or uncomfortable. She had time * I was seen on time * The receptionists are always kind and helpful, nothing is too much trouble. They're lovely ☺️ * Staff and doctor very friendly and helpful * Always attended nicely * The Dr and reception was very helpful * Our son was seen and examined by one of the Doctors, referred him straight to AED, and had the intervention asap. * I saw the nurse she was kind helpful and made me feel at ease * Very helpful and understanding * Appointment was on time, Nurse dealt with me in a very professional Manner." * You made feel relaxed * Because I was pleased with what the doctor said. * Saw the nurse for blood tests and she was very good and a credit to her profession * Brilliant staff and very helpful * The nurse is very good she explained everything * Receptionist were really polite and helpful. New doctor was easy to talk to and helpful * Got to see the doctor same day * Fantastic service so helpful receptionist was brilliant * My midwife is professional and great * Answer questions I asked came away satisfied with what she said * The staff that attended to me was very patient, calm and professional with me. * The whole staff was polite and helpful to me * The method if signing in was good * The staff are fantastic! * Service is extremely good and commendable * All went well and very professional * Appointment booked, text received to confirm, appointment attended. Reception very friendly and the GP very was helpful * Lovely efficient friendly helpful staff * Doctor listens and understands. He made me feel comfortable and able to talk to him * Treated well * Nurse is always lovely, puts you at ease and knowledgeable. She is a credit to the surgery, as are the girls on reception. * I was very happy with the lady doctor and I think we would benefit if we could have her thanks * Is to talk to understand * Excellent service polite staff * Received good care .receptionist a lovely helpful lady. The locum GP was very helpful caring and gave me all the help I needed overall excellent service * Always very efficient and helpful. Well done all of you!   **Comments from patients who chose Good**   * Had to wait to get an appointment   **Comments from patients who chose Neither good nor poor**  **Comments from patients who chose Don’t know**  **He didn't care, 2 seconds I was in there for I don't want to see that doctor again**   * **Please tell us about anything that we could have done better** * Nothing * None at all. Very satisfied. * Nothing * None- the GP was lovely and I am so glad they were there to help. Thank you reception staff and GP. Brilliant service * Everything was fine * Didn't have time for me but he had time the other people * When phoning from 8 o clock for 30mins then no appointment * I really don’t know * Nothing! Whenever I phone for my dad, they always help get the situation sorted. Whatever it maybe. ☺️ * All well * Not really always get an appointment * Everything was fine thank you * Nothing. * No * Nothing. * Nothing * Nothing I would add * Nothing * Nothing overall service was absolutely great * None * Can't think of anything at the moment. It was a very good experience * No nothing really * At moment nothing. * My experience was good and my visit was very helpful * No * All was ok * Nothing * Change the phone lines * No very good * I have come across nothing. Always helpful, and couldn’t be more friendly and respectful in all aspects, and very approachable! | |