

Friends and Family Comments

July

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

'More than satisfied with treatment and experiences at this practice.'

'Friendly staff.'

'Friendly staff and no problems getting an appointment.'

'The doctors and receptionists are very friendly.'

'I have always had great service.'

'Always manage to get an appointment and very good service for 2 out of the 3 times I've been seen.'

'I have good treatment, prompt, attentive, effective and friendly.'

'I have been very impressed by the service of this practice.'

Areas for development

'Difficult to see GP of choice.'

'Unable to get appointment when you really need them.'

Results from Elekiosk (in practice) Feedback

Positive comments

'some good gps'

'Good service from everyone'

'all staff are great'

'staff are great'

'staff are great and docs are so helpful'

'Always get good service at the surgery'

Areas for development

'only being able to book appts on the day is very frustrating'