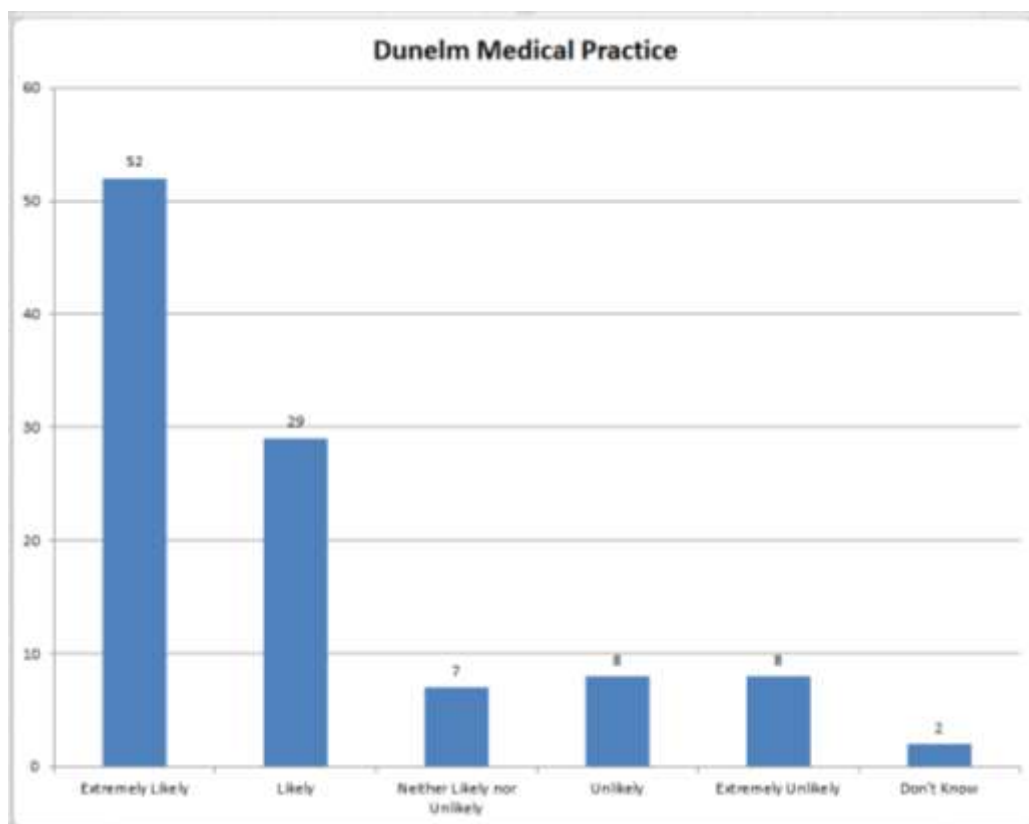


Friends and Family Results for April 2015

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



Some positive comments

'Doctors care and take time to listen and answer questions with a lot of consideration. The receptionists are very pleasant and very helpful.'

'Well run practice'

'I have found the times I have come to the doctors for various help and support has had an impact upon myself and my family. Some of the doctors I have been to see for years have done a fantastic job and provided high standard service at all costs.'

'They have been really helpful when I have run out of medication , and the service from the doctors, nurses and receptionists has been friendly and reassuring.'

'Can always get an appointment, doctors are approachable and will listen fully without clock watching.'

'Excellent care.'

'The doctors are compassionate and listen to what you have to say. It is usually possible to get a same day appointment. The reception staff are usually friendly and helpful.'

Some Areas for Improvement

'Difficulty in getting an appointment at short notice. If you're ill sometimes you can't get to the surgery to wait for an appointment and you can never get through on the phone at 8.30 am.'

'Every time I go it's a different doctor and has not got a clue about me. If I want to see my own doctor it usually takes 2 to 3 weeks.'

'it can be difficult to book appointments in advance by phone.'