

FEEDBACK FROM THE FRIENDS AND FAMILY TEST SURVEY

RESULTS SO FAR

EXTREMELY LIKELY	LIKELY	NEITHER LIKELY OR UNLIKELY	UNLIKELY	EXTREMELY UNLIKELY	DON'T KNOW
1231	246	20	16	13	6

COMMENTS FROM PATIENTS IN JANUARY 2020

Very difficult to get an appointment, to get through on phone.

Always helpful

Never barely answer phone on time.

Everybody always helpful.

Very happy with our care today. All questions answered which helped a great deal.

The pharmacy attached to the health centre, having to wait 1 ½ hours for a prescription.

All the staff are always friendly and helpful, I don't think any improvements are needed. I have never had any problems that are not sorted out immediately.

Everything seems satisfactory.

Very helpful appointment with the Doctor. Thank you.

Always ready to help you. All very pleasant.

Very good service, excellent!

The Doctor was very helpful and pleasant.

Recently moved so cannot generalise but on the three occasions I have visited the staff were amiable, helpful and smiling.

Excellent having Sunday appointments.

Excellent service sorting tricky problem.

I had a bit of a drama and wasn't quite sure what to do. The receptionist this morning was so helpful – thank you. Very happy.

Wonderful helpful service.

Very happy with the service I received and grateful that I was able to see somebody at the weekend. Much appreciated. Very helpful and welcoming. Thank you.

As A new patient I am extremely satisfied with all aspects of the surgery, so friendly and helpful. Thank you!

A very compassionate and pleasant doctor. Waiting area very relaxing.

Give people a number early morning, waiting outside, to stop people jumping the queues.

Very helpful and receptionist very polite, always willing to listen to my aches and pains.

Very thorough and friendly.

Brilliant service. Very helpful Doctor and Nurse. Thank you for your service.

Always been happy with the service I have received.

Fine patients who do not turn up, we might get more appointments available.

Ladies at the desk were very, very helpful. Doctor called back promptly, very happy.

Would recommend – only practice in the village! Always friendly welcome and good care. Order repeat prescriptions well in advance – no complaints.

Make it easier to see my Doctor at short notice (Clone my Doctor). She is a super GP. Receptionists are really good.

COMMENTS FROM THE PRACTICE

Thank you to all those patients who have taken the time and trouble to complete this survey which the Department of Health requires us to run throughout the year on a continuous basis.

More and more patients are booking their appointments to see a GP on-line. This is a very quick and easy system to use and means that you don't have to telephone the practice at 8.30am to try to secure an appointment. Appointments for the same day become available on line from 6am.

It really helps us if you can avoid telephoning the practice at 8.30am unless you need an appointment for today. The telephone lines are extremely busy between 8.30am and 9am and it helps all our patients if we just book appointments between these times.

Sue Bennett

Practice Manager