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Patients are advised their comments can be given anonymously.**  **75 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?”**   * **65 patients indicated – Very Good** * **9 patients indicated - Good** * **1 patients indicated – Neither good nor poor** * **0 patients indicated – poor** * **0 patients indicated – Very poor** * **0 patients indicated – Don’t Know**   **Comments from patients who chose Very Good**   * Staff very friendly and efficient * The nurse was very amiable and gave good advice but most important of all she took the time to listen. * Doctor was really nice and polite very helpful * People who listen to you * Because of care and complete gentleness * Waited 2 mins then was seen * Fantastic service from across the board * The services was very good * Dr was very understand and helpful. Listened to concerns * Everyone are so polite and helpful * Treated quickly and efficiently. * The nurse went above and beyond to accommodate my needs * Did everything what I needed in a friendly manner * Always very helpful * All good * The girls treated me so well it was a pleasure to be there!! * In and out no waiting * Excellent service, thank you * Receptionists are polite * The Dr who I saw was very compassionate and you could tell she was listening to my every word. * Always efficient and polite * Appointments are available when you want them, don’t have to wait long. * I was seen promptly and we'll looked after * Good doctors and good nurses receptionists * All questions was answered * Fantastic dr and staff fully explained everything in detail listening to what I have to say too * All the staff are very helpful, polite, & friendly as always, like a family doctors should be. The locum doctor was very helpful * Because I was treated with the same professionalism as always * The Nurse was very pleasant and explained everything she was going to do and answered all my questions * Fantastic dr and understanding * Had a phone talk with doctor booked me in for blood test. very attentive * got an appointment same day * Sorted my medical problems * Because was very helpful * Very helpful to me and kind * Very good service * Secretary and Practice Nurse very friendly and approachable * I needed an appointment and received on the same day * I was happy with the service. * She was very good listening and she was caring * didn’t have to wait I was called in to see GP on time * Friendly staff * The nurse was brilliant she listened to what I had to say * The nurse did not miss anything. Checked everything * The nurse was very professional and very helpful. * Lovely. Nurse * Staff very polite and helpful Nurse very helpful and polite * The nurse was very professional and cordial * Asked some questions and gave me the answers and if I needed any help * Excellent staff * The lady that takes blood is always very gentle and never leaves a bruise. Such a kind nurse and friendly receptionists * I find the HCA was gentle * Doing my check-ups yesterday it really helpful staff and doctor was very kind and explained everything * Friendly staff and very efficient   **Comments from patients who chose Good**   * I was call in time I did not have to wait * Yes everything was good * All went well no problems * Found the GP difficult to hear. seemed to be irritated that I couldn't hear him 🙄 * Staff were courteous. * Doctors and nurses and staff on reception was very helpful thank you👍👍   **Comments from patients who chose Neither good nor poor**   * The nurse side lowed my score. As waited over an hour and half to be re seen.   **Please tell us about anything that we could have done better**   * N/A * Nothing at moment * To have the ability to pre book the doctors should the nurse discover anything that is troubling the patient. * None * Nothing everything was with loving care * Nil * Nothing * The screen in the waiting room does not display the correct room name/number , it reeds please got to room " Go to room" , so you have to knock on several doors to get the correct one * Nothing * Maybe making sure staff are aware someone is waiting to been seen as I was in bad pains sitting waiting * Just carry on as you are 5 star * Every think was perfect * I don't think you could things better * Nothing as it is a first class service * Can’t really know maybe being greeted by a receptionist as find the computer difficult. Sure pensioners do as well. It was very quiet so would have been possible? * There didn't appear to be enough supplies to meet my needs. * Nothing * My overall experience was good so nothing to add. * Not a single thing * More appointments * Nothing on this visit * You couldn’t have done any more * Waiting time to speak with reception it is always busy * There was nothing you could have done better * The nurse did her job very good. * Can't think of anything at the moment. * No need to change anything everything was good * Nothing * You could try to keep to time ,but I know it's hard to * "It was very good ,again no more said " * Not much | |