

April 2016

In April 2016 the practice received a total 15 responses of which 13 were in-house and 2 via our website feedback tool. Below are the responses to the main question of how likely are you to recommend our GP practice to friends and family if they needed similar care of treatment?

Extremely Likely	12
Likely	1
Neither likely nor unlikely	1
Unlikely	0
Extremely Unlikely	1
Don't Know	0

The practice received the following comments that patients were happy to made public: -

- Excellent service all round and strive to see patients as soon as possible.
- Doctors very helpful, listen to your concerns.
- No complaints – excellent.
- Amazing staff.
- It is a caring practice – not only the doctors but the ladies in the offices, running the appointments and paperwork. The great disadvantage is the present way in which the health system is run and your hands are tied, but thank you for what you do achieve.
- I have always been very happy with the care my husband and I have had.
- My doctors kindly understand my situation and her readiness to keep a thorough check on my health has enabled me to maintain my independence. Various conditions have been dealt with quickly and resolved with satisfaction.
- Treatment and appointment system is excellent, always treated courteously and with care. No problems with the service.
- The treatment is well, but you may have to wait longer than necessary.
- It is extremely frustrating when phoning that it takes so long for the phone to be answered, I phoned twice this afternoon with no response, will try again tomorrow.
Practice Feedback: We are very sorry to hear about your recent experience in telephoning the practice, the reception team endeavour to pick the phone up within 6-rings. The practice has been informed that there is a problem with our telephone system whereby patients have experienced the same problem as you and we are liaising with our telephone suppliers to get this resolved.
- Receptionists are all extremely rude, no matter who is on the desk when I go in there they act as if I am a nuisance, I'm sorry but looking after patients is their job. The doctors I have seen haven't been much better. One doctor forced into a decision I did not want to take, they do not take your opinion or feelings into consideration. I am yet to find a doctor I feel comfortable talking to. Surgery also needs updating, very depressing atmosphere and outdated set up.
Practice Feedback: We are very sorry to hear about your experience with our practice team. If any patient is unhappy with any aspect of their care or the manner in which they are addressed, please ask to speak to our Reception Manager or in her absence the Practice Manager. The practice is outdated and for nearly 30-years we have been striving to obtain land for the development of a new surgery. If any patient has any ideas as to how we can improve your experience or visit, please let one of our reception team know.

We appreciate that not everyone will experience a full personal satisfaction from our practice and services, but patient feedback is an essential tool that helps us deliver a high standard of care that is focused on the needs of the local community.

Thank you for participating and providing feedback.