

August 2015

In August 2015 the practice received a total of 28 responses of which 26 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	23
Likely	1
Neither likely nor unlikely	2
Unlikely	0
Extremely Unlikely	0
Don't Know	0

The practice received the following comments: -

- I have received excellent care from this surgery.
- Always polite, helpful and manage to fit us in quickly. Excellent care for the elderly and first class care for us all. Clinics - preventative care very good.
- Friendly reception, empathetic GP, good appointment, I feel confident having recently witnessed GP service for my family I realise just how good Churchdown was.
- The Practice Nurse was fantastic with my smear test today; she was sympathetic, gentle, clear and lovely!
- Appointment wait time very quick compared to other surgeries, my doctors always get back to me when required. Great service.
- Super surgery.
- The administration team are always friendly and helpful. If they can't do exactly what you want, they usually find an alternative solution. My doctor is brilliant; she is a real "people person", who genuinely cares. She always "goes the extra mile" to help me.
- New to the practice - very impressed.
- The Advanced Nurse Practitioner was brilliant with my treatment today; it was so good I thought she was one of the doctors.
- I have always had a prompt service and a good response to any problems I might have. My doctor has been excellent, really helpful, going the extra mile and many occasions and she's never treated us like hypochondriacs.
- All very kind.
- Excellent staff.
- Excellent service, excellent staff, very helpful.
- Extremely friendly, helpful, understanding and always appointment on the day of asking.
- I have always been treated with respect, and feel supported. Doctors have always been prepared to answer any questions and to explain things about your ailments.
- Churchdown Surgery with its tired and slightly dingy facilities is home to a team of dedicated and caring GPs, nursing and support staff. I have always received first class care. I look forward to a time when the surgery moved to modern facilities where it should be able to offer a wider range of activities and an even better service. Thank you all.
- First impressions are important. Your front desk staff is essentially the face of your business. From the moment they greet patients until they see the doctor, their professionalism and service leave a lasting impression. Churchdown Surgery definitely fits this description. Also they are exceedingly helpful when telephoning for either an appointment or just a general enquiry. Both doctors and nurses are without a doubt extremely professional, polite and friendly.
- New here but run a friendly good service.
- I find that the waiting times are pretty long although telephone reception is good, face to face not always friendly.
- Not 100% confident of care. **Practice Feedback - We are sorry that the level of care you received left you feeling this way. Please do ask Trudy Morris, the Practice Manager, who is always happy to talk to patients who have any concerns and where possible assist in resolving the issues raised.**

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.