

December 2015

In December 2015 the practice received a total 14 responses of which 12 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	11
Likely	1
Neither likely nor unlikely	0
Unlikely	2
Extremely Unlikely	0
Don't Know	0

The practice received the following comments: -

- Really friendly and helpful reception staff – credit to the surgery.
- Thank you all for being so helpful and friendly. You are all a joy.
- Great service. Very caring.
- Prompt courteous treatment from staff.
- The service and care cannot be better.
- Can always get a same day appointment.
- Always been able to get an appointment when need one. Booking on-line excellent. All staff at this practice are kind and professional.
- Very good professional care.
- It would be helpful if information was posted on the website saying what day it is best to ring to book an appointment with a specific doctor. Apparently the Drs release their appointment list on a specific day, so it is no use a patient trying to book an appointment before then. This being the case, why is this information not quoted on the website.
Practice Feedback - The practice website has information about booking appointments. 50% of appointments with GPs are bookable in advance with the remainder being bookable on the day. This is under the sub section header of appointments and how to see the Doctor with the timetable of GP surgeries
- Bad service.
Practice Feedback – Practice Feedback: We are sorry that you experienced inadequate service from our practice. If any patient is unhappy with the care or service they have received, please ask to speak to our Reception Manager or in her absence the Practice Manager.
- Your prescription service is hopeless. At least 50% of my requests have given problems. My last attempt to order on-line failed and today my first attempt was blocked because I have made too many attempts! I will therefore have to place my order by phone again, which cannot be a good use of your staff's time.
Practice Feedback: We are sorry that you are having difficulty accessing our on-line prescription service. Any patient experiencing difficulty with this service should liaise with reception or our IT Lead Alison, who will assist in resolving any problems arising.

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.

