

February 2016

In February 2016 the practice received a total 19 responses of which 19 were in-house and 0 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	18
Likely	1
Neither likely nor unlikely	0
Unlikely	0
Extremely Unlikely	0
Don't Know	0

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

- Great GPs, friendly receptionists. I would like to compliment the fantastic care I have been given by my GP following my recent surgery. The last few weeks the surgery have been fantastic.
- Fantastic.
- Always thought the GPs and staff give their very best despite inadequate government funding and growing pressures.
- All the staff are lovely and nothing is too much trouble. The only thing I don't like is the appointment system.
- Of all the doctor surgeries we have been with, the receptionists here are definitely the best.
- Staff very friendly, doctors very approachable, couldn't ask for better.
- Amazing.
- Always receive a helpful and first class response.
- Very good surgery, no complaints.
- Always found staff and doctors to be friendly and courteous.
- I have been with this surgery for 50-years. They are polite, caring and extremely helpful.
- The doctor has provided a good treatment for me and less painful that I had before from another clinic, I will definitely be back. My doctor is good at her job – brilliant.
- They treat me with dignity and never yet not been able to get an on the day appointment and at my age that means a lot (85-years).
- Excellent response from all members of staff – doctors and receptionists. Swift and through action and kind and caring attitudes.
- Very accommodating, very helpful on the phone. My doctor is excellent.
- Quick friendly service, same day appointments and a doctor that really helped, especially when I got things wrong and really needed a repeat prescription.
- I have only experienced politeness and help from all the staff that I have encountered – thank you.

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.