

# CHURCHDOWN SURGERY

## FRIENDS AND FAMILY TEST 2015

### Results – February 2015

In December 2014 the practice implemented the Family & Friends Test, which in January 2015 became reportable to NHS England. This test is a feedback tool to gather useful information from our patients who use our services to identify areas where improvements can be made so practical action can be taken and inform current and prospective patients about the experiences of those who use our practice.

In February 2015 the practice received a total of 23 responses of which 22 were in-house and 1 was 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	21
Likely	2
Neither likely nor unlikely	0
Unlikely	0
Extremely Unlikely	0
Don't Know	0

The practice received the following comments: -

- Caring and extremely committed staff, who want to solve the problem and not pill push.
- All excellent.
- We can always get an appointment and the response we receive is always appropriate, supportive and helpful. Best GP practice I am aware of.
- I have been with the surgery for just over 4-years and whenever the surgery can help they will. I have always had a good service and honesty.
- Many years of help and advice, no problem with getting appointments. All the staff are most helpful.
- Sympathetic and caring staff – medical and admin. High quality care. Ease of getting appointments at short notice or in advance – thank you.
- After 30-years with this practice I have absolute faith – always helpful, consistent in approach.
- Because the Doctors work well and always try their best to help you with your problems.
- Because the service from everyone is great.
- Because they are good.
- I have only been here a year and each time I come here I am treated really kindly.
- Very good service, prompt. Always managed to get an appointment.
- Have been a patient since the surgery opened “no complaints yet”.
- My late wife and I have had nothing but excellent service over the past 40-years.
- Very friendly surgery – very patient and professional. My GP is the best GP who always gives her patients the time and care they deserve. Churchdown Surgery is one of the best in Glos – thank you.
- Everyone is very helpful; staff are polite, excellent service from all, very friendly.

- Friendliness and helpfulness of everyone and being able to book an appointment on the day required – I don't know why other surgeries don't operate this system. I think you all do extremely well, particularly given the restrictions on your surgery facilities and lack of rooms.
- I've lived in Innsworth since 1942 and I've always had excellent treatment and great consideration.
- I have been a patient for many years and have always had excellent service and treatment.
- Whenever I have needed an appointment I always get one. Drs and staff always friendly and helpful.
- Always get an appointment and the surgery is amazing when it comes to seeing children, when there are high temps. Drs are lovely to.
- Because we are always able to get an appointment within 3-days, which is much better than other surgeries around. Because staff are helpful and listen. (Not extremely likely as I don't want everyone to register and huge caseloads to alter the above!!)

**We appreciate that not everyone will experience a full personal satisfaction from our practice and services, your feedback is essential in us striving to deliver a high standard of care.**

**Thank you for participating and providing feedback.**