

June 2015

In June 2015 the practice received a total of 22 responses of which 20 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	21
Likely	1
Neither likely nor unlikely	0
Unlikely	0
Extremely Unlikely	0
Don't Know	0

The practice received the following comments: -

- Reception staff are always kind and courteous, Drs appointments are always available, referral to specialists speedy. Dr. Macmorland always makes me feel confident in his advice and diagnosis.
- Good appointment systems, GP fabulous, calm, honest, helpful, listened to and get good course or action. Reception friendly.
- Doctors always helpful, polite and understanding. The fact you can often get a same day appointment is brilliant, especially when you hear the wait with other surgeries.
- All good.
- Unlike many surgeries, being able to book appointments on the day is a huge advantage when people are ill – I thoroughly recommend this excellent surgery. My GP (Dr Macmorland) is very friendly, knowledgeable and respects my autonomy and my own professional experience. The practice nurses/healthcare assistants are very good and have in the past fitted me in for a flu jab when I have come for other things.
- I always receive prompt and efficient service.
- I've always had a brilliant response at this practice!
- Excellent service, cheerful helpful staff, caring doctor etc 11/10, only drawback – universal problem – waiting time for appointments.
- I have always had very good treatment from Drs, nurses and reception any time I have had to visit the surgery.
- Always get an appointment when needed. Excellent GPs, very supportive – never had a problem. I think the care provided is excellent.
- Appointments available online and on the day and access to the best doctors and staff.
- Staff and Doctors are great.
- Just one word – brilliant.
- Good.
- Never have any problems for appointments or helpful advice.
- The surgery is always responsive to our needs and always very helpful. Dr. Drewett especially caring, attentive and helpful.
- People are very friendly and helpful, from Doctors, nurses and all the staff nothing is too much trouble, and everyone is a credit to their profession.
- I have found that everybody concerned goes out of their way to help you.
- Because we and family have always been treated very well.

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.

