

May 2015

In May 2015 the practice received a total of 14 responses of which 13 were in-house and 1 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	13
Likely	1
Neither likely nor unlikely	0
Unlikely	0
Extremely Unlikely	0
Don't Know	0

The practice received the following comments: -

- This is the most professional and caring GP practice I have ever been with.
- Superb surgery – always polite and helpful.
- Always can get in for appointments. Doctors always phone back on appointment request phone calls.
- I'm listened to and at the surgery response times are good.
- Excellent service every time.
- Always cheerful, polite and accommodating. They listen to patients.
- Fantastic surgery.
- I am happy with the surgery that is provided. I am over the moon with the way staff and doctors have treated me.
- Always, always cheerful staff, very accommodating. I am 72 and never needed to complain – great surgery.
- No probs at all, amazing service. Friendly staff and professional.
- Texting system works, you text to say my appointment was 9.30am and I thought it was 10.30am, so the system works!!
- Superb service.
- Prompt appointment service.
- Overall the staff work extremely hard and you don't have to wait as long to get an appointment as other county surgeries. However, this may change.

I would like to see the website kept much more up to date – some dates/info is a year old. No info on Dr. McCrum leaving on the website nor was he thanks for all his years of service on the letter of his retirement that was sent to patients.

We also haven't been told that we no longer are called annually for e.g. blood tests or blood pressure checks in the usual way, so my husband and I thought we had been forgotten. Less motivated patients might not think to chase. If the system of notifying us has changed, please do let us know this is happening.

Problems with vision online in January meant repeat prescriptions were delayed/nothing to indicate what was happening.

Practice feedback: We acknowledge that our practice website is in need of a revamp and fully updating with all the information relevant and necessary for our practice and patients. This will also include problems being incurred by the practice, service changes and practice news. To help achieve this, the practice is will be identifying a member of the team to manage our website and ensure that this is monitored and updated when necessary.

Are you really screening middle aged men and women for heart disease/raised blood pressure/thyroid etc, several men have died needlessly in Churchdown.

Practice feedback: Over the last 5-years the practice has written to every patient aged 40-74 years of age who do not have a pre-existing condition and invited them for a NHS health check. During this time the practice has undertaken over 2,000 checks.

But thank you for all the care you have shown your patients on the whole and for your hard work.

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.