

September 2016

In September 2016 the practice received a total 3 responses of which 2 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	3
Likely	0
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: -

- My father-in-law came in today to make an appointment and he was given an appointment straight away – it was brilliant, thanks.
- All my friends and family really struggle to get appointments to see a doctor and are all very unhappy with their surgeries. I have always been able to see a doctor when I need to at Churchdown and the ones I have seen have been kind, helpful, thorough and supportive. They all seem to try really hard to stick to appointment times but never make you feel rushed. Excellent.
- My Dr is attentive and goes that extra mile to help and ensure I understand we have discussed. I can always get same day appointments to see a doctor or the nurse practitioner. The reception staff are extremely professional and un-flustered especially at times when it could be very frustrating for them. As a team this surgery works brilliantly and I would have no hesitation in recommending it to anyone. I do believe they are probably overstretched for now with the influx of military personnel into the area, but this does not seem to have phased them.

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.