

Friends and Family Results December 2014

Paper Results

Extremely Likely	7
Likely	1
Neither Likely or Unlikely	
Unlikely	
Extremely Unlikely	2
Don't Know	
Total Number of Returns:	<u>10</u>

Comments

- You have good days and bad days
- Ridiculous system for getting appointments when you work
- Lack of care for patients
- I think we are extremely fortunate to be a patient in this well run surgery with a team of Doctors, Nurses and polite Receptionists. Well done Middleway.
- At all times the staff are friendly and considerate
- From Reception, Nurses and Doctors, everyone so kind and helpful. Excellent
- Promptly seen. Clean waiting room. Like the screen as I am hard of hearing
- Surgery staff always polite and helpful and responsive to my needs
- I haven't had to see a doctor for a long time but have been very impressed with service and treatment received.
- On time (ish) friendly service

Internet Results

Extremely Likely	2
Likely	
Neither Likely or Unlikely	
Unlikely	
Extremely Unlikely	3
Don't Know	
Total Number of Returns:	<u>5</u>

Comments

Long wait to get an appointment for blood test. Great difficulty in getting through on the telephone, especially early morning for an urgent appointment. Test results lost or not followed up with doctor. Some receptionists seem distant and uncaring.

Not very helpful to my sister who has a chronic, disabling condition that requires a lot of input. She knows her condition well and when asks GP for help she gets loads of hassle and a lecture, she recently had very bad throat and asked for antibiotics on Friday, they refused. Today she has strep A in her throat and ears, hasn't slept for 3 nights, and off work for 48+ hours! Always good to have a caring regular gp!