

## Friends and Family Results February 2016

### Paper Results

Extremely Likely	1
Likely	0
Neither Likely or Unlikely	0
Unlikely	0
Extremely Unlikely	2
Don't Know	1
Total Number of Returns:	<u>4</u>

### Comments

Everyone I have had to speak with, etc, on behalf of my mother have been so very helpful. Particularly important as I live some way away and visit for stretches of time to help my elderly mother maintain her independence. Excellent Communication.

Thank you for the radio playing, much better.

Dr Spencer has diagnosed two of my sons wrong on two separate occasions. The waiting time is diabolical, been here 3 times and spent over an hour each time in the waiting room.

If you start phoning at 8.30am you are still highly unlikely to get an appointment. If you go down to the emergency clinic you could be waiting 2 hours which we were. You also don't get to see the same experienced doctor. It would be really good to see the same doctor each time you visit so he could follow your treatment through and it would be more personal as he would get to know your family. I think you should be able to book an appointment in advance.

### Internet Results

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

### Comments

We have never had a problem, we have always received first class treatment, the only problem has been getting through on the phone.

Very organised surgery with an onsite Pharmacy is a big positive. The politeness and efficiency of the staff is excellent. The Doctors do not hurry you through appointments, and the sit and wait Clinic is a brilliant idea. It also looks like the online system will be a big benefit in terms of time saving for both Patients and the Surgery when it is fully up and running.