

## Friends and Family Results April 2015

### Paper Results

Extremely Likely	5
Likely	0
Neither Likely or Unlikely	2
Unlikely	1
Extremely Unlikely	0
Don't Know	1
Total Number of Returns:	<u>9</u>

### Comments

- If appointments are full, are able to talk to a GP who can advise or offer appointment. Overall I feel that this practice offers good service compared to other surgeries (only wish were open on Saturday mornings for emergency appointments and were not closed for as long during bank hols).
- All our GPs are polite, professional, not embarrassed with either sex.
- Service with a smile
- I and my family have always had excellent attention and care from Middleway Surgery. We began as patients in 1969. The doctors and nurses are excellent.
- The emergency appointments system works well – whenever I have rung for a same day appointment I have been fitted in. All staff are polite, cheerful and helpful.
- I have always received polite and considerate responses from all GPs and if an appointment to see the GP they have arranged a telephone call which is usually sufficient.
- Too long a wait for a nurse and if you don't ring by 9am its impossible to get a doctor appointment - you need more capacity! Just been told 2 – 3 months for minor procedure appointment.
- Long wait to see a doctor after appointment time.
- I think the wait to see a nurse is not acceptable – normally 3 week wait.

- Not a great deal, always behind and can never get appointment easily

**Internet Results**

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

**Comments**