

Friends and Family Results January 2015

Paper Results

Extremely Likely	6
Likely	2
Neither Likely or Unlikely	
Unlikely	<u>1</u>
Extremely Unlikely	0
Don't Know	<u>1</u>
Total Number of Returns:	<u>10</u>

Comments

- It is difficult to phone the surgery for appointments in the morning. When I do get through the appointments are already gone.
- Fish tank good
- Served me well in the 55 years I've been alive. Thank you
- Very pleasant staff, can always see or talk to a doctor if necessary. Also pharmacy at Surgery is very convenient
- Good parking, easy access to surgery, pharmacy on site, helpful receptionists. Access to GP not usually too long after appointment time allocated. Raised chairs in waiting room. Distractions for children to access. Downside – having to wait too long to book follow-up routine appointments.
- Receptionist very helpful – makes a change
- Usually accommodated when phoning in the AM and to get an appointment ahead of time required.
- I have always found the service to be of a very high and professional one.
- Friendly Practice, very obliging and helpful.

Internet Results

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

Comments

Tried to get an appointment today, it took 20 attempts on phone to get through. Receptionist very distant and robotic. Gave me a time of 12.10. I asked if there was anything earlier but told no that's the only one left.

I arrived early for my appointment and was seen 40 mins after my time.

If the waiting room had been more welcoming and comfortable this wouldn't have been a problem.

There is a door that squeaks and groans every time it opens and shuts. It's been like it for years! When you are feeling unwell that's the last thing you need.

How long would it take to fix? Minutes but they can't be bothered, and that's how all staff are toward you. I could go on.....but I am going to register elsewhere. Avoid this practice at all costs.