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| **In September 2024, 18 of our patients participated in the friends and family test. The results are below:**1. **How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**
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|  | **Extremely likely** | **Likely** | **Neither likely or unlikely**  | **Unlikely** | **Extremely unlikely**  | **Don’t know** |
|  | **9** | **6** | **2** |  | **1** |  |
| **Thinking about your response to this question, what is the main reason why you feel this way?**My health issue where not be able to identifyIt was disgusting.It was ok and on timeProfessional and friendly treatment by staffMake appointment time same day and Doctor is very friendlyThe Dr and staff are always professional and supportive.I was very appreciative of the help and understanding the GP gave me at this practice. A big thank you. I find this practice very efficient, the staff and Doctors are polite and helpfulIn my previous feedback I stated that the phlebotomist should have a chair an arm rest for patients to rest their arms while the phlebotomist is taking bloodxxxx is an excellent Doctor, she provided all the information I needed to understand my medical issue, very professional and an excellent doctor patient attitude, she set my heart at rest and put a smile on my face.The phlebotomist (down stairs) needs a chair with an arm rest so that patients can rest their arms when the phlebotomist is taking bloodA Professional manner throughout the appointment and listened to all of my concerns all of my questions answered ongoing care continuesI use the NHS app and the reception team always respond within 24 hours, they put all my messages via the app on my consultation page. I like to have a particular Dr and the team in the surgery try their best to accommodate me. I have reduced mobility and the GP I see has office upstairs however for me they go above and beyond and see me in a downstairs office. I usually prefer telephone consultation due to mobility issues and once again always get appointment when I ring (but you have to ring 8am, if after 8.30am gets rather difficult to get appointment that day as tends to be fully booked which can be frustrating at times, however compared to overall experience can't complain as service is outstanding) I like the efficiency of how everything is down correctly and if anything is raised it's looked into and corrected. Having access to NHS app and ones record gives an insight to what GPs are writing, appointments, test results and letters and the team in the surgery are so helpful. Thank you. |