

## OLD CHURCH SURGERY

### Results of the Friends and Family Test – April 2015

Thank you for providing us with feedback, we received a total number of 45 responses with 100% of patients recommending our practice.

#### **SUMMARY OF RESPONSES**

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
38	7	0	0	0	0

#### **Example of comments received:**

##### **Extremely Likely or Likely**

- They are great doctors and nurses. They know how to look after you.
- Very good practice and friendly receptionists
- I have been coming to this surgery for many years – always friendly and helpful
- Always get an appointment when necessary
- Well run Practice. Staff very efficient
- Friendly, helpful, comfortable and clean Practice. I did recommend a friend
- Excellent service
- Great surgery
- Amazing, personal and friendly GP Surgery – cannot fault in any way
- Personal service – very helpful and understanding
- Excellent service provided – especially in comparison to my previous practice
- Can always see a doctor even when busy
- Best GP Practice in Chingford
- Quality service from reception staff to doctors
- Excellent staff. Doctor, nurse very efficient – best ever
- GPs/Nurse are efficient, professional, caring and actually listen to what their patients have to say. Receptionists are marvellous, cheerful and hard working. Secretary very efficient.
- Booking appointments has always been easy and prompt. Great Care and great service We in England are lucky especially with Practices like Old Church – 5 Star
- Responsive to individual needs and circumstances
- Good service but difficult to get appointments unless an emergency around working hours.
- Great service and excellent staff. Best GP Practice I've been with.
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##### **Neither Likely or Unlikely**

No responses were received in this category

##### **Unlikely**

No responses were received in this category

##### **Extremely Unlikely**

No responses were received in this category

#### **Improving our Surgery**

The Old Church Surgery review the comments received to improve the service we provide. The positive comments are much appreciated and have been shared with all staff.

*If you would like further information on the Friends and Family Test then please speak with a member of staff.*