

OLD CHURCH SURGERY

Results of the Friends and Family Test – March 2015

Thank you for providing us with feedback, we received a total number of 26 responses with 96% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
20	5	1	0	0	0

Example of comments received:

Extremely Likely and Likely

- I have recently advised a friend to register as they are unhappy with their present surgery. I find the service very friendly and helpful.
- Very courteous at reception. Doctors are very understanding and willing to listen. Nurse helpful and courteous. Doctors very professional.
- Doctors are friendly, very professional, caring and listen to patients especially Dr Rogers. She is an excellent doctor. All staff are excellent, very professional and helpful at all times.
- Helpful, clean, efficient, friendly and prompt service.
- I have just transferred to this Practice from a very poorly managed GP Practice. I cannot believe the treatment and respect I have been given complete with a welcoming smile. It is refreshing to know there is a GP Practice with human touch. Thanks to everyone.
- I have already recommended this Practice to my friend and she brings her family here. Overall, I have found that it is welcoming, thorough and I usually manage to get an appointment.
- Always friendly on reception and the doctors are caring and honest.
- This surgery is the best I have come across and I have worked in two surgeries' myself.
- Polite and efficient on reception. Caring doctors with a can-do attitude.
- Very impressed with the surgery. Very helpful and cheerful reception. Dr Rogers is a lovely doctor. I would recommend this surgery to anyone.
- We have recently had a baby so we are here quite a lot. The staff are always very helpful, are great at listening to you problems and getting a doctor to see us asap.
- Great doctors and customer service from reception. Always on the ball and you can chat to them about any problem.
- Doctors and staff are efficient, helpful and friendly. There seems to be an ethos of caring, rather than just treating and dismissing as quickly as possible.
- Fortunately, every time I call for an emergency appointment I've got one on the same day. I think that this is important.

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.