

## OLD CHURCH SURGERY

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

Thank you for providing us with feedback, we received a total number of 36 responses with 100% of patients recommending our practice.

#### **SUMMARY OF RESPONSES**

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
31	5	0	0	0	0

**Samples of the comments received are shown below:**

#### **Extremely Likely and Likely**

- THE BEST EVER! LOVELY RECEPTIONIST IN THE MORNINGS, VERY PROFESSIONAL AND THE DOCTORS ARE GOOD
- I HAVE ALWAYS FOUND EVERYONE AT THE SURGERY TO BE KNOWLEDGEABLE, COMPASSIONATE AND PROFESSIONAL
- ALWAYS FRIENDLY AND HELPFUL AND VERY PROFESSIONAL
- THIS SURGERY IS ALWAYS VERY WELCOMING AND HELPFUL WITH AMAZING DOCTORS
- ALWAYS AVAILABLE AND EXCELLENT SERVICE
- LOVELY GPS AND FRIENDLY STAFF. VERY HELPFUL!
- MANY THANKS FOR THE APPOINTMENT EVEN WHEN I CALLED LATE. THE PEOPLE IN RECEPTION ARE VERY FRIENDLY
- FRIENDLINESS OF ALL STAFF, RECEPTION AND MEDICAL. EASE AND EFFICIENCY OF MAKING APPOINTMENTS AND CHECKING IN FOR APPOINTMENTS. UNDERSTANDING AND CARING STAFF.
- HAVE ALWAYS FOUND DR JAMES GOOD.
- THEY SEEM TO LISTEN TO YOU PROPERLY.
- IT IS A PROMPT AND CARING PRACTICE FROM FRONT DESK TO THE DOCTORS.
- LOVELY STAFF, ALWAYS GET THROUGH ON THE PHONE. THE BEST DOCTORS WE HAVE BEEN WITH!
- THE PRACTICE IS WELL RUN DESPITE THE OVERWHELMING NUMBER OF PATIENTS. IT IS VERY CLEAN, THE STAFF AND DOCTORS ARE HELPFUL AND DO LISTEN TO EACH AND EVERY AILMENT/COMPLAINT THAT IS PUT BEFORE THEM. I HIGHLY RECOMMEND THE PRACTICE.
- BEST DOCTORS PRACTICE I'VE EVER HAD.
- CONSISTENT LEVEL OF SUPPORT GIVEN.
- ALWAYS POLITE, EFFICIENT RECEPTION STAFF.
- PROFESSIONAL AND FRIENDLY SERVICE.
- EXCELLENT DOCTORS, GREAT SERVICE.
- THE STAFF ARE ALWAYS FRIENDLY AND HELP IN ANY WAY THEY CAN.
- DOCTORS ARE REALLY NICE, ALWAYS WELCOMING ENVIRONMENT. I HAVE BEEN WITH THEM MORE THAN 5 YEARS. ABSOLUTELY GREAT.

#### **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

#### **0 spoilt responses were received and these have not formed part of our survey**

From the April feedback, we are now reviewing the comments received to improve the service we provide. The positive comments about our staff are much appreciated and have been shared with all the staff here at the Old Church Surgery

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