Magna Group Practice

Friends and Family Test : Results – February 2015

We asked the following question and the results are detailed below

How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment – please tick box

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Extremely Likely | Likely | Neither Likely or Unlikely | Unlikely | Extremely Unlikely | Don’t Know |
| **18** | **4** | **2** | **0** | **0** | **0** |

We also asked the following questions -Thinking about your response to this question, what is the main reason why you feel this way?

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| --- |
| These are all the replies we received:-  **Dalton**  Always been a good doctors  The staff and doctors in my opinion are very efficient and kind and look after patients extremely well  You always get seen  Punctual  **Kilnhurst**  Medically I have no cause to complain but the management of the building and car park are extremely poor. There are bags of rubbish and drink cans covering a large area of the car park. There is a broken drain pipe and there are plants growing from the drains of the chemist. The drtains appear to be blocked  I will only see Dr Akram and he listens to what you say  I have been well looked after and treated  Dr Akram is a lovely doctor who listens to what you say  Staff are friendly and very helpful and understanding : that goes for the doctors and nurses  Always polite and friendly staff who go out of their way to accommodate your needs and the GP’s are very friendly  Everyone is extremely friendly and do their best to get one an appointment as soon as possible. I could not be a patient at a better surgery  Staff(receptionist) always willing to help when possible  Reception is welcoming and friendly. Appointments are normally on time. All round fast and friendly service  Fantastic service  **Wath**  The good thing about this practice is the ease of getting appointments in comparison to others, usually same day in my experience. Unfortunately the doctor is discourteous and rude and very rarely solves any problems |