Magna Group Practice

Friends and Family Test : Results October 2016

35 replies

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 |
| **24** | **10** | **1** | **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:-**  **Wath**  Lovely Surgery.  The way the surgery is managed is great.  Very friendly staff and Doctor.  Good G.P.  Doctors always considerate and friendly which makes a difference. All staff,, nurses, reception as above.  Also I get an appointment when I phone up to see Doctor.  There is a lovely receptionist (Christine)!  Always been treated well and staff friendly  Always seen excellent doctors.  **Dalton**  Good and Friendly Doctors  Very good service.  Because the staff are very friendly and pleasant.  A good service all round.  Never had a problem in getting an appointment. Doctors do listen and are sympathetic.  Reception Staff always friendly and polite.  Even when it is difficult for me to get an appointment, the receptionists at both Dalton and  Highthorne Rd. surgery try as hard as they can to accommodate me. This makes a big difference and  I appreciate that.  Prompt, friendly advice and treatment.  I am Happy.  Whenever I have needed to see a Dr. I have found that they have been compassionate and listened to what I have to say. Also b een very thorough.  .  **Kilnhurst**  I feel very lucky to have doctors like I have and can not fault them but not only them the  receptionists are so helpful which makes a big difference.  Amazing doctors & Reception staff. Can always get in if needed.  So very helpful especially Reception Staff.  **Thrybergh**  Response- neither likely or unlikely – My family live away from this Dr.  My family have been patients here for many years, all the staff are very helpful and friendly.  Small friendly, local practice, Same faces every time.  All staff friendly.  Staff very helpful and always have smiles on their faces.  Efficient staff.  Most of my family is here already.  Always happy to help in any way they can. Lovely staff. |