Magna Group Practice

Friends and Family Test : Results – March 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 |
| **27** | **10** | **2** | **0** | **0** | **1** |

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**They have always been great with meCaring quick response. Appointment to see doctor is very quickI have used this practice for several years and have got to know the doctors and staff over this time. I find the doctors friendly and easy to talk to and the centre staff are more than helpful and always pleasantDr J was very nice, made me feel at ease. Very happy – would like to see her againMy whole life with this practiceExcellent service and helpI love the surgery-the doctors are incredibly helpful and supportive. I attend Kilnhurst surgery and all the staff go out of their way to help meTreatments received throughtout my lifetimeI always get an appointment to see the doctor – I don’t have to wait ages for oneAlways able to get appointments-good doctors**Kilnhurst**The Friendly staffI have received nothing but kindness and courtesy whenever I attend. No problems with appointments at allCaring. Always can get appointments in a timely mannerThey do a very good job looking after all my familyVery Good. Look after my disabled father very wellThe nurses are good and I can trust them. They are a good teamAlways get an appointment that’s convenient without delay. Staff always friendly and helpfulPharmacy attached(Lo) so helpful and prompt. Very happy foe me and my family and feel lucky to be part of this fantastic surgeryFeel at ease**Wath**Very clean, friendly Staff good Dr needs to be able to use computer more professionally Clinic is clean the staff are really friendly and helpful.  doctor I would not recommend at all, as not interested in his patients.I came down to see Dr which was Dr Raha and my daughter was with me, I was 20min late going into see him when we went in he turned his back and was on the computer.  I started to tell him one of the things that was wrong with me when my daughter said "yes mum but you have other things you need to discuss" he spun round from the compute r and was very rude to me and my daughter saying he could only speak to us about one thing, if we needed to speak about other things we should have booked a double appt.  If it had not been for the staff in reception, I would have been looking for a new Dr.   |