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Magna Group Practice

Friends and Family Test : Results June 2016

44 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

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| --- | --- | --- | --- | --- | --- |
| Extremely Likely | Likely | Neither Likely or Unlikely | Unlikely | Extremely Unlikely | Don’t Know |
| **33** | **9** | **1** | **0** | **1** | **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**  Unlike previous surgeries I have attended I find it very easy to get an appointment.  Doctor listened and gave good advice & appropriate pain relief and advice on further treatment.  Excellent service over the years at this surgery.  Easily get a appointment.  Can always be sure to get an appointment when you need one. Doctors and staff are always helpful and friendly.  Can always get a quick appointment, friendly atmosphere.  Depends on which GP is on what experience you receive.  Always good to get an appointment when you need it. Just wish the doors were more soundproof. You can hear the Doctor and Patient outside in waiting area.  Everyone so friendly and careing.  **Kilnhurst**  Difficult to exit the car park when cars parked up the street – can you not apply for double yellows ??  Friendly Atmosphere very understanding Dr. Akram not long waiting for appointments.  Helpful & Friendly Staff.  Friendly & Helpful.  Staff very helpful & friendly nothing too much trouble. Dr. Brown extremely helpful too.  Very supportive and doctor akram is very helpful and receptionist are very supportive and helpful.  I have just seen Dr. Brown and he listened to what I had to say and really set me at ease, Please keep him.  **Dalton**  Excellent patient care and understanding.  Really helpful. Helped a lot on what I need for illness.  Good, Good communite, staff-friendly.  I’ve been at this doctors from being a baby and always get an appointment when I need one. Always warm friendly reception staff and doctors.  Not long waiting, Friendly staff.  Lovely building! And my Doctor A. Brown was really lovely and kind.  Always easy to get appointments.  Easy to place repeat prescriptions and very fast service.  Very friendly and always helpful.  All the staff are friendly and nothing is too much trouble, doctors are very good at what they do.  Very friendly & good advice well pleased.  Friendly reception. Prompt service can always get an appointment when needed.  I can usually get an appointment when I need to see a doctor.  Good.  Service was prompt and friendly.  Never had any problems, everyones polite. Get seen to quickly.  Friendly Service and always able to get an appointment when you want one.  The staff is friendly.  Good doctors and staff.  Nice friendly staff!!  The staff are always helpful, pleasant & display a sense of humour!  Never have any problems at all very helpful & thorough. |