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Magna Group Practice

Friends and Family Test : Results June 2019

34 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 |
| **22** | **11** | **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:-**  **Dalton**  **The doctors was very reassuring and explained everything clearly**  **Dr Alam is a lifesaver. All doctors here are amazing**  **Lovely reception staff. Helpful friendly. Doctor was extremely nice and put me at ease.**  **Always have excellent services. Great GP, reception staff etc. Always get app when required. Great online services too.**  **No problems in getting and appt. Staff (all) helpful**  **The doctors are very warm and welcoming.**  **Wath**  **Always had good response to care and treatment**  **Dr Brown is really lovely and helpful**  **The Doctor always listens to everything you say and gtives you the best treatment outcome**  **Made me feel comfortable and was very informative spent time listening and didn’t feel rushed.**  **We have received a fast efficient service from our gp and staff and are very pleased with this practice**  **Very kind and patient**  **No problems, quick appt**  **Speedy appt**  **Sometimes difficult to get medication at short notice (bank hosl-no doctors etc ) to many repeat prescriptions/blank scripts sheets**  **Even though you struggle to get a doctors appt, if you phone at 8am you can usually get in that day, Dr Brown is a breath of fresh air to the surgery**  **Doctors and staff very good**  **Tried to book in the day before but surgery was full, but really needed to see doctor yesterday**  **Doctor is brilliant but extremely hard to get an appt at a convenient time**  **Always been satisfied with service**  **Kilnhurst**  **Getting appts quickly staff friendly**  **Nothing too much trouble for anyone**  **Reception are so very helpful, doctors always helpful and reassuring**  **It would be really helpful if the appt reminder texts told us which surgery to attend so we don’t end up going to the wrong one. It does for wath surgery but not for Kilnhurst**  **Not sure about the ring on the day appts its really hard to get through** |