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Magna Group Practice

Friends and Family Test : Results May 2018

42 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 |
| **28** | **14** | **0** | **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**  Brill  Pleasant helpful staff  Always friendly towards you  Doctors that listen and good waiting times  Friendly staff, fairly easy to get an appt clean surgery  Had to wait three days for appt  Very helpful at all times, comfortable with dr  Good choice of drs, nurse and reception staff good and helpful  Good  Friendly atmosphere  **Kilnhurst**  Your telephone system is very misleading. I phoned to get a repeat prescription, pressed option 1 then was told you to visit surgery to get prescription. Please take the option off  The ear care here is good, however, the ear care provided at Rotherham is excellent. I would have preferred to go there, because of their fantastatic service provided by the specialist ear nurses. I would prefere text reminders for all my appointments  I am very pleased with my gp Dr Akram  I am happy to recommend you  Very polite and greeting you as you walk in.  Very professional, and sympathetic  Very happy always smiling.  **Thrybergh**  Already ready to help people  Always seen promptly, friendly service  New nurse is lovely, I hope she stays  Very good, staff very helpful, good dr, clean and tidy  Always made to feel welcome at all times  The staff is fantastic and always helpful  Very helpful  They are fantastic and the service is fantastic  Practic e nurse was very friendly and helpful. Receptionist pleasant and explained appts and prescriptions  **Dalton**  Staff are nice to talk to if any problems booking appts. Sometimes its hard to get appts  Good service usually  Because I can get to see a doctor when I want and get same day  Very helpful, lived in Dalton but moved to Kimberworth and stayed with the same drs  Always polite and always get an appt  Very thorough clean and fresh  Great staff, great drs, thankyou  Always friendly and helpful  Excellent drs and reception staff  Very good service, can get an appt quite easy |