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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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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**BrillPleasant helpful staffAlways friendly towards youDoctors that listen and good waiting timesFriendly staff, fairly easy to get an appt clean surgeryHad to wait three days for apptVery helpful at all times, comfortable with drGood choice of drs, nurse and reception staff good and helpfulGoodFriendly 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 offThe 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 appointmentsI am very pleased with my gp Dr AkramI am happy to recommend youVery polite and greeting you as you walk in.Very professional, and sympatheticVery happy always smiling.**Thrybergh**Already ready to help peopleAlways seen promptly, friendly serviceNew nurse is lovely, I hope she staysVery good, staff very helpful, good dr, clean and tidyAlways made to feel welcome at all timesThe staff is fantastic and always helpfulVery helpfulThey are fantastic and the service is fantasticPractic 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 apptsGood service usuallyBecause I can get to see a doctor when I want and get same dayVery helpful, lived in Dalton but moved to Kimberworth and stayed with the same drsAlways polite and always get an apptVery thorough clean and freshGreat staff, great drs, thankyouAlways friendly and helpfulExcellent drs and reception staffVery good service, can get an appt quite easy |