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Magna Group Practice

Friends and Family Test : Results October 2019

61 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 |
| **46** | **13** | **2** | **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**Good doctorsAlways able to get an appt receptionists really helpful onphone and look at other surgeries for apptsUsually helpful and friendly when anything is requiredEasy to get appts nice and clean, friendly staffGood and efficient, service and doctors and staffFriendly staff brilliant serviceThey are so politeThe doctor is pleasant and takes time to listen to you explianation of the reasons for my visitAlways had excellent serviceExcellent service, lovely friendly Dr Key and friendly helpful reception staff**Kilnhurst**Good points can get appts pretty soon. Bad points – some doctors I don’t feel listen to your problemsThe reception staff always do their best to secure an appt and direct you to other services where needed. Clean surgery professional serviceReceptions always helpful and polite go above and beyond what they should do Very helpful polite and professionalReceptionis very good always willing to work something out for you. Dr Haddad has been brilliant, very caring, says and does everything neededNothing ever too much troubleReception staff always helpful and friendly. Good service all round – reception/doctor/nurseAlways very helpful when you phone, try to fit you an appt as soon as possible. GPS always try to help and adviceStaff always helpful and friendlyFriendly staff and doctors and nurses etcIv always found receptionist helpful and friendly and doctors always very goodReceptionist are very helpful and friendly. The always try to arrange appts for you when requested and with the gp of your choice which is very good to have continuity with a gp. I would definitely recommend family and friends to use this gp surgery if needed.A lot better than my previous surgery. Always very helpful and explain things to me in a way I understand**Dalton**Good advice from doctors. Good reception staff. Clean quiet waiting room very privateEasy to gain appts, generally on same day or close by feel taken seriously by gp0s and feel they include patient in their plan of care/investigationsGood serviceBecause the doctor is always very good with my illnessNothing to much trouble Always had quick appts and good careAll receive the best care from my doctor and staff are very friendly and professional**Thrybergh**Very good service by most staff, but often doctos can be a bit dismissive – and I understand that it is a fact of the job to calm people down and stop self diagnosis, but I have on occasion felt the doctors did not do enough investigation to thoroughly (satisfactorily) rule out anything and have just made dismissive comments about age and lifestyle. A bit more understanding and more importantly, investigation, would be essentialGood to have local surgeryThis doctors surgery is good, sometimes you have to come a couple of times first before setting the right medicationAlways helpful and listen to your needsFriendly and helpful staffWouldn’t want this surgery to closeDr Jacob excellentDr Jacob is a very good doctor I would not have any problem recommending him to my friends and familyBecause of quick its very goodNever had any problems booking apptsBecause everyone is very helpful. |