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Magna Group Practice

Friends and Family Test : Results December 2019

47replies

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 |
| **30** | **14** | **3** | **0** |  | **1** |

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**  I have noticed a big change in the last 12 months, no problem getting an appointment.  Always had professional experience from all the staff. This includes the receptionists. Very helpful and friendly.  Happy with response and treatment given. Thanks.  Because the doctor I’m under is very good and helpful. The staff on reception always do their best to get you appointment.  Good doctors always appointments available  Phoned up early this morning and managed to see the gp asap.  Good doctors and receptionist  Very good service not long for appointments  The doctor listens  Easy to book appointments, seen on time. Friendly staff.  Usually quite easy to get an appointment.  We like Dr V Key. She does not give easy antibiotics and takes care for her patients and she is also very kind.  Excellent service  System o.k. Nice doctors  Reception staff always very helpful and able to get appointments when I’ve needed. Not overly impressed with GP who I’ve seen on a couple of appointments.  **Kilnhurst**  Request System (Card) when you walk in as wath. Clock not u[ to time on booking in on a morning  My practice give excellent service and go the extra mile. They also care!  Receptionists always very nice on the phone and helpful. Always able to get an appointment very happy with the service provided at Highthorn Road Surgery.  Happy Friendly Reception Staff as 1st point of contact.  They have always taken the time to listen to my symptons so getting the correct treatment first time.  Don’t like being asked on phone, what’s wrong and also people who work on reception shouldn’t live in the local community and know private & confidential info about people that they live near.  Just a suggestion! It maybe helpful if your phones turned over at 8am & not 8.03. It’s a nightmare  Good care and Plesant staff  I was able to get an appointment with a doctor I wanted to see. I also feel the doctor is helpful & takes the time to listen to my issues.  **Thrybergh**  Can always get an appointment  Different opinions  Staff always happy to oblige  Never been to this practice before  Have no family in this area  Good gp practice. Friendly staff  Always helpful with appointments  Helpful receptionists and can talk to doctors  Availability of appointments. Care received  Never had any bad comments or anything untoward from receptionist or doctor  Very pleasant receptionists and prompt service answer most questions clearly.  Always seen quickly. Very friendly staff & doctors  Very helpful, throughout the visit.  Very helpful staff, nurses and Doctors too.  When we were 1  1 doctor practice there was no waiting to get appointment, it was either the same day or day after, now it is as much as a week. |