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Magna Group Practice

Friends and Family Test : Results March 2019

24 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 |
| **15** | **6** | **2** | **0** | **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:-**  **Dalton**  **Extremly satisified with treatment and care received**  **All GPs I have ever seen are very frienmdly and iv always received the help ive needed with my mental health this is very important to me**  **Very good service, fantastic doctor, infact all staff very pleasant**  **Good doctors**  **Good appointments**  **Always polite and helpful**  **Courtesy**  **I rang wanting an appt for my baby girl and the receptionist got me an appt straight away and was very friendly**  **Mited expetiencces with GPs**  **Thrybergh**  **Wath**  **Dr Brown very good**  **Always manage to get an appt for the time I want**  **Only been with the practice for a short while so far so good**  **Staff very good**  **Always able to get an appt when needed. Drs are friendly reassuring and approachable; about anything**  **No long wait to get an appt**  **I think most receptionis is very helpful and dr akram is very very good as well as the nursing team**  **Kilnhurst**  **I transferred to this practice an number of years ago I am very satisfied with the service I received and would definitely recommend the practice to family and friends**  **Need to install wifi and also get something for children to play with to keep busy**  **A very friendly clinic**  **However if you are sat at the end of chairs neare the nursesx dept you cannot see the calling screen, if you are summoned by a nurse (usualy the nurse comes out for you)**  **Suggest that when we order our new prescription by phone we get a text to confirm our order. There is always an exlement of uncertainty that the system has worked**  **One small point, the name display board displays your name for only a very short period and does not allow you to see the room num ber etc. Often patierns have also commented on this. Could it be extended to say 20 seconds please** |