Magna Group Practice

Friends and Family Test : Results May 2016

41 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 |
| **26** | **14** | **1** | **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**  Messed about a bit.  Appointments are quickly established – unlike some GP practices which often involve days of delay.  You can hear every word from doctor’s room- not very private.  Friendly and always get the correct treatment.  Emergency appointment straight away.  No Complaints.  Really helpful staff, doctors are great.  My own personal problems have been successfully dealt with. A serious accident to my wife, received full and satisfactory attention and continues to do so, on a follow up basis.  I come from Rugby, all family are there.  Ease of appointment. Doctor friendly & understanding.  I find it quite easy to get an appointment and have been happy with the doctors I have seen. I find everyone pleasant and helpful.  Always helped on reception. Doctor rude once.  Staff very good, dr. ok.  It would be (extremely likely) if you got rid of one doctor.  Able to get appointments when required. Happy with practice.  **Kilnhurst**  Always been well looked after- immediate attention and good follow up.  A good positive attitude by staff in reception.  Satisfied.  Always had good service.  Better than previous practice we were with.  Good advice and responses to my medication.  **Dalton**  The response good.  Can always get an appointment and friendly doctors.  Very helpful & friendly  Because you can get in to see the doctor the same day.  Our doctors are brill, they always listen, and are fantastic with children.  Well treated and cared for.  Always helpful and easy to get an appointment.  I always try to be polite.  Always polite & very helpful.  I am able to see a doctor at short notice if need. Staff are very friendly. |