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Magna Group Practice

Friends and Family Test : Results February 2019

30 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 |
| **21** | **8** | **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:-**  **Dalton**  **Good doctors and staff**  **Get in on day if ring at 8**  **Never been kept waiting appt, always on time excellent staff x docs**  **Quick efficient friendly service**  **Because staff very friendly**  **Thrybergh**  **Wath**  **Staff at wath very goo**  **Always happy with service I receive, friendly helpful staff**  **Staff good**  **Good care over the years**  **The practice has improved immeasurably in the past few years, very happy with all the practitioners and staff**  **Excellent staff make you feel very welcome and nothing is too much trouble**  **Doctor was nice but I felt rushed wasn’t able to ask all questions that I wanted to because doctor only had 10 min . I work and find it difficult to get time off was told to book another appt how can you have a proper diagnosis when rused in and out of the door**  **Staff good**  **Good**  **Good staff**  **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** |