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Magna Group Practice

Friends and Family Test : Results August 2019

42replies

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 |
| **32** | **9** | **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**We go weeks with no doc and is not the same one all the timeDid manage to get same day appt on this occasionBrilliant staff always on time, thankyouBeing coming here all my life staff are excellent and friendly and always willing to help in the best way they canListened to how I felt through notes from the doctor I previously saw, gave me different options, spoke to me about my medication felt at ease about my situation because the doctor listenedGood family doctorSuffering with chronic pain constantly so hoping that the needs of people are always put first**Kilnhurst**It is a good practice and staff are nice, it can take a while to get an appt and sometimes I find the doctor hard to talk to and hard to relax aroundAlways considerate and helpfulWell looked afterAlways made to feel at easeGood serviceAlways friendly and do a good jobBrilliant service would recommendStaff and doctors always helpful and obliging**Dalton**Very helpful staff, great doctors and practice enurses. Loc to chemist greatBecause of friendly staff and very good service very understandingBoth clinical and admin staff are friendly and helpful. Appts are availableAlways helpfulI have always had this doctors all my life. They have always been very goodNever had any problems with serviceVery helpfulAlways get appt when needed and everyone is friendlyFriendly staff and decent doctors**Thrybergh**Used to be good before joining Magna cant book two appts and have to ring at 8 for apptsI feel like sometimes I get help, sometimes it takes me to come over a period of months before I get anywhere sometimes I get that ill end up in hospitalConvenience of surgery helpful staffGood at Thrybergh not so much at DaltonNo problems getting apptAlways friendly and understandingGood doctor, good friendly reception staff and nursesVery quick to get an appt timeI feel very comfortable |