.

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?

|  |
| --- |
| **These are all the replies we received:-**  **Wath**  We go weeks with no doc and is not the same one all the time  Did manage to get same day appt on this occasion  Brilliant staff always on time, thankyou  Being coming here all my life staff are excellent and friendly and always willing to help in the best way they can  Listened 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 listened  Good family doctor  Suffering 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 around  Always considerate and helpful  Well looked after  Always made to feel at ease  Good service  Always friendly and do a good job  Brilliant service would recommend  Staff and doctors always helpful and obliging  **Dalton**  Very helpful staff, great doctors and practice enurses. Loc to chemist great  Because of friendly staff and very good service very understanding  Both clinical and admin staff are friendly and helpful. Appts are available  Always helpful  I have always had this doctors all my life. They have always been very good  Never had any problems with service  Very helpful  Always get appt when needed and everyone is friendly  Friendly staff and decent doctors  **Thrybergh**  Used to be good before joining Magna cant book two appts and have to ring at 8 for appts  I 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 hospital  Convenience of surgery helpful staff  Good at Thrybergh not so much at Dalton  No problems getting appt  Always friendly and understanding  Good doctor, good friendly reception staff and nurses  Very quick to get an appt time  I feel very comfortable |