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Magna Group Practice

Friends and Family Test : Results April 2019

48 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 |
| **39** | **4** | **5** | **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**It’s a different doctor everytime I visit, it would be nice to have the same doctor here everytimeAlways extremely helpful and supportive Very Friendly staff, excellent serviceI have been happy with the service I have hadI can always get an appt when I need oneGood ServiceGood doctorsFiendly staff always available to give adviseBeen with this practise for a lot of years find the service very good, GPs always excellent with myself and my kidsEasy to get an apptEveryone is extremely helpful and friendlyFelt like listendeed and treated wellNB definitely recommend Dr Brown hes and excellent GPVery helpful and polite staff Drs are all fantasticThe staff and doctors are all very good welcoming and friendly and helpful when you phone the surgeryIve been with them since I was born and always been satisfied with the treatment Iv received**Kilnhurst**A long wait from my appointment timeOne doctor puts you on a tablet then another dr gives you an extra tablet but then you have to have 2 swpearte appts to see the doctors for each tablet. This can be very frustratingThe reception staff are very very helpfulWonderful people excellent servicePolite staff nothing is too ,much trouble always happy to help doctors have time for you and listen to your problemsThe practice is very courteous and efficient OI am very ahppy to be their patientFairly quick and easy to get an appointment Friendly staff bit of a wait but just shows gps are throughSince joining this practice for moving house and having to move GPs, I find being able to get hold of someone has been fairly straight forward and the care I have received so far through my current problem has been excellent couldn’t fault the service so farWhy not have a little play area for small children in the waiting which would occupy them whilst in waiting room**Dalton**Very good get you quickly if you need to see a doctor very helpfulVery friendly staff and easy to use surgeryAlways helpful**Thrybergh** |