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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

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| --- | --- | --- | --- | --- | --- |
| 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 everytime  Always extremely helpful and supportive  Very Friendly staff, excellent service  I have been happy with the service I have had  I can always get an appt when I need one  Good Service  Good doctors  Fiendly staff always available to give advise  Been with this practise for a lot of years find the service very good, GPs always excellent with myself and my kids  Easy to get an appt  Everyone is extremely helpful and friendly  Felt like listendeed and treated well  NB definitely recommend Dr Brown hes and excellent GP  Very helpful and polite staff Drs are all fantastic  The staff and doctors are all very good welcoming and friendly and helpful when you phone the surgery  Ive been with them since I was born and always been satisfied with the treatment Iv received  **Kilnhurst**  A long wait from my appointment time  One 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 frustrating  The reception staff are very very helpful  Wonderful people excellent service  Polite staff nothing is too ,much trouble always happy to help doctors have time for you and listen to your problems  The practice is very courteous and efficient OI am very ahppy to be their patient  Fairly quick and easy to get an appointment Friendly staff bit of a wait but just shows gps are through  Since 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 far  Why 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 helpful  Very friendly staff and easy to use surgery  Always helpful  **Thrybergh** |