Magna Group Practice

Friends and Family Test : Results – January 2015

The practice carried out its first Friends and Family Test Survey in January and we would like to thank all patients that submitted their responses.

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 |
| **44** | **20** | **4** | **0** | **0** | **2** |

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:-  **Good efficient service and Dr Ahmed listens**  **Good**  **I can get in at short notice and all staff are friendly**  **I am impressed that I can always get an appointment when requested**  **The service is very good**  **Always been helpful to me. I have been with the practice for 45 years and have no problems with any GP or member of staff**  **Staff always helpful and polite. Doctor always thorough in examinations**  **The staff at the surgery are always polite and efficient and the treatment first class – truly the Harley Street of the North**  **Doctors are brilliant and staff are fantastic**  **Very helpful reception staff and caring GP’s**  **Excellent service**  **Staff can be quite rude – appointments are good/always manage to get booked in**  **Very good on reception**  **You can always rely on a friendly service**  **The surgery is absolutely fantastic. Amazing staff and special doctors**  **Very good service**  **Very conscientious and thorough consultation**  **Good service – easy to get appointments**  **Don’t have to wait long for an appointment, friendly service**  **Have lots of choices because it is a practice eg Wath, Kilnhurst, Dalton. I can usually get an appointment quite quickly – just want to say thank you**  **You never have to wait long for an appointment. I have friends who are at other surgeries and it can take a week for an appointment. The staff are helpful. Never experienced any problems all the years I have been a patient and did recently recommend a friend who is now a patient**  **Always been well looked after**  **Very Helpful and friendly**  **Friendly staff**  **I have always had quite good treatment at this surgery**  **Appointments good and staff good** |