

## FRIENDS & FAMILY FEEDBACK 2016

### JANUARY 2016

The following feedback until August 2016 came from our patient surveys, with scores from Very Likely – Very Unlikely – form distributed to all surgeries for continuity.

1. No comment – Very Likely
2. Staff are friendly and make me feel at ease, willing to help – Very Likely
3. Ive always been here and never wanted to change doctos – Very Likely
4. No comment – Very Likely
5. Good Practice – Very Likely
6. Good service – Very Likely
7. Care and treatment excellent – Very Likely
8. No Comment – Very Likely
9. No Comment – Very Likely
10. Always been treated well, although sometimes repeat prescriptions for catheters have gone to the wrong place – Very Likely
11. The only downside is waiting times but this is not surgery fault – Very Likely
12. No comment – Very Likely
13. Always friendly and able to park – Very Likely
14. No comment – Very Likely
15. Staff are friendly and helpful, late appointments are available and if necessary you are seen on the day if you ring in the morning – Very Likely
16. No comment – Very likely
17. No comment – Very Likely
18. No Comment – very likely
19. When you eventually see a doctor they are very thorough – Very likely
20. No comment – very likely
21. Find surgery staff helpful & friendly – Very likely
22. No comment – Very Likely
23. No comment – Very likely
24. No Comment – Very Likely
25. No Comment – Very Likely
26. No Comment – Very likely
27. No Comment – Fairly likely
28. Always strive to resolve issues at reception eg when needing to speak to a Dr etc – Fairly Likely
29. Staff very friendly and helpful, wonderful nurses and GPs appear to know their patients well – Fairly likely
30. No comment – fairly likely
31. No comment – fairly likely
32. Struggle to get appointments in a fairly quick time sometimes – fairly likely
33. Overall the practice is ok BUT some times have trouble getting through for appointment or come for appointment and be sat for a very long wait (20-30mins) – Fairly Likely
34. No comment – fairly likely

35. No comment – fairly likely
36. No comment – Neither likely or unlikely
37. No comment – Neither likely or unlikely
38. No comment – Neither likely or unlikely
39. No comment – Neither likely or unlikely
40. Over populated takes to long to get an appointment – Neither likely or unlikely

#### FEBRUARY 2016

1. The best doctors in Ilkeston Friendly doctors – Extremely Likely (taken from cards)
2. No Comment – Extremely Likely (taken from cards)
3. No comment – Neither Likely or Unlikely
4. No comment – Neither likely or unlikely
5. No comment – very likely
6. No comment – very likely
7. No comment – very likely
8. No comment – very likely
9. All staff, from reception to the nurses to the doctors are all friendly, polite, caring and compassionate professionals – Very Likely
10. Better service than Cotgrave where I was before – Very likely
11. I would have no problem recommending somebody – Very Likely
12. No comment – Very likely
13. Always really helpul and polite plus listen to my concerns – Very likely
14. Great surgery, never had any problems with getting emergency appointments/prescriptions so would recommend – Very likely
15. I find everyone very helpful and patient with me – Very likely
16. Friendly staff and doctors same day appointments very good – Very likely
17. No comment – very likely
18. Very satisfactory – Very likely
19. No comment – very likely
20. Always had good service in all departments of this practice to which I have been with for many years – Very Likely
21. Just pleased with all aspects – Very Likely
22. I'm satisfied and happy to tell anyone so – Very likely
23. No comment – Very likely
24. I recommend this practice at every opportunity. I recommend a family who used to go to another practice – they came here and their problem was rectified within weeks!!! – Very likely
25. I am very happy with my patient care & with family members – Very likely
26. My experience today very good – Very Likely
27. Very efficient, friendly & understanding – very likely
28. Excellent nurses, Dr Mistry – Very likely
29. No comment – very likely
30. No comment – very likely
31. Caring doctors & nurses that will listen
32. No comment – very likely

33. No comment – very likely
34. Good helpful surgery – Very likely
35. Provide a good service – very likely
36. Everyone is always very helpful I have no complaints, only praise – Very likely
37. Reception staff are very helpful. GPs are thorough and sympathetic – Very likely
38. I am able to recommend it highly – Very likely
39. No comment – Very likely
40. No comment - very likely
41. Yes I would – but I haven't any experience of other practices to compare
42. No comment – fairly likely
43. No comment – Fairly likely
44. No comment – Fairly likely
45. Friendly, helpful, responsie staff, would love system where working patients (taxpayers) get priority apppointment times (after 5pm/before 10am) – Fairly likely
46. No comment – fairly likely
47. No comment – fairly likely
48. No comment – fairly likely
49. No comment – fairly likely
50. No comment – fairly likely
51. No comment – fairly likely
52. No comment – fairly likely
53. No comment fairly likely
54. Would recommend if asked – fairly likely
55. No comment – very unlikely
56. No comment – Neither likely or unlikely

#### MARCH 2016

1. No comment – fairly likely
2. No comment – fairly likely
3. I feel there is other practices in the area which you can get appointments at easier – Neither likely or unlikely
4. No comment – Fairly likely
5. I think the staff are great but the waiting is not – fairly likely
6. Amazing, awlays helpful, kind and accommodating – go above and beyond everytime – Very Likely
7. No comment – Very likely
8. No comment – fairly likely
9. Care, compassion, commitment, concern, professionalism, continuity of being able to request same doctor for ongoing problem, all staff are courteous – Very likely
10. No comment – fairly likely
11. Always helped when I do eventually see doctor – Fairly likely
12. Been using this practice for nearly 10 years and have always found them very attentitive – Very Likely

## APRIL 2016

1. This surgery is without doubt the finest in this country!! Having been with this surgery all my life (I am 67) I have NEVER had any reason to complain at all. I have recommended friend to come here who have been dissatisfied with their treatment at other practices. They have come and been very pleased!! Well Done Everyone – Extremely Likely
2. Dr Mistry is EXCELLENT!!! – Very likely
3. No comment – Very likely
4. New to the practice, but so far very helpful & seen quickly – Very likely
5. No comment – Very likely
6. No comment – very likely
7. No comment – very likely
8. No comment – very likely
9. No comment – fairly likely
10. Very helpful, staff friendly – very likely
11. No comment – Fairly likely
12. No comment – fairly likely
13. The rest of my family are already patients! – fairly likely
14. All of the doctors, nurses and staff are very friendly and helpful. They are professional at all times but also make you feel relaxed and comfortable – Very likely
15. No comment – Very likely
16. It's a good doctors – very likely
17. No comment – very likely
18. Always very helpful – very likely
19. Yes I would recommend this surgery to friends and family – Very likely
20. This is the best surgery. I would recommend it to the Queen – Very Likely
21. No comment – Fairly likely
22. Ive only ever had 1 doctor who I felt didn't listen and they were running late – fairly likely
23. No comment – Very likely
24. At times after I have tried to make a doctors appointment there is normally a long wait! It is ok if you don't go to work, but if you do I find if you can only get at certain times there can be a wait!! – Neither likely or unlikely
25. Coming here for 30+years. Always excellent service – Very Likely
26. Staff friendly – very likely
27. Good doctors – Fairly likely
28. Lovely doctors, lovely practice – very likely
29. No comment – very likely
30. No comment – very likely
31. No comment – very likely

## MAY, JUNE, JULY & AUGUST 2016

1. All the surgery staff, nurses & doctors are excellent and show that they really do care, making myself feel like a person not just an NHS number. I recently arrived at the surgery

without an appointment because I was really stressed, Kath (the receptionist) although I was hyper and over zealous still tried to look after me, I would also like to mention Nurse Clair and her Team they are simply wonderful!!! Thank you for caring – Extremely Likely

2. Very good – Very likely In this fast pasted world this is a fair practice – Fairly likely
3. Been coming to this doctors since I was a child, neither me or my family have never had a bad time here – Very likely
4. No comment – Fairly likely
5. I think it is a very good practice. Everyone is very friendly – very likely
6. Pleased – Very likely
7. Usually no problem n getting to see the doctor or nurse, staff always patience in seing you – Very likely
8. No comment – Very likely
9. Great a good experience – Fairly likely
10. No comment – Fairly likely
11. No comment – Very likely
12. No comment – fairly likely
13. Always found friendly & good service – Very likely
14. Recently the waiting times for appointments have been much quicker – Fairly likely
15. Apart from waiting times – very good – Very likely
16. No comment – Very likely
17. No comment – very likely
18. It takes a while for me to get through, waiting time is too long and I struggle to get a appointment when I need one – Neither likely or unlikely
19. No comment – Very likely
20. Sometimes struggle getting an appointment with having 1 day off work a week – Fairly likely
21. No comment – fairly likely
22. Always polite and helpful staff – Very likely
23. No comment – fairly likely
24. No comment – Very likely
25. No comment – very likely
26. No comment – fairly likely
27. No comment – very likely
28. No comment – fairly likely
29. No comment fairly likely
30. No comment – fairly likely
31. No comment Very likely
32. I have always received nothing but a positive outcome – very likely
33. Always been a patient here so not comparisons, but happy with Gladstone House – Fairly likely
34. No comment – Very likely
35. Friendly staff – very likely
36. No comment – very likely
37. Availability of appointments and seeing the same doctor always a problem – Neither Likely or unlikely
38. No comment – Fairly likely

39. No comment – very likely
40. No comment – very likely
41. No comment – very likely
42. Friendly staff always willing to help – Very likely
43. No comment – Neither likely or unlikely
44. No comment – very likely
45. No comment – Very likely
46. No comment – very likely
47. No comment – very likely
48. Always treated respect – staff have time to listen and give good advice. Referred to consultants if further investigations considered necessary – very likely
49. No comment – fairly likely
50. Friendly and helpful reception staff. Ive never been unhappy with my diagnosis from them doctors, excellent overall service – Very likely
51. Lovely GPs Lovely receptionists – Very likely
52. No comment – very likely
53. No comment – fairly likely
54. No comment – very likely
55. Generally satisfied but have a couple of minor issues eg waiting time for appointment – fairly likely
56. No comment fairly likely
57. I have always found everyone very nice & helpful – Very likely
58. No comment – fairly likely
59. No comment – very likely
60. Nurses and doctors both very considerate – very likely
61. No comment – fairly likely
62. No comment – fairly likely
63. No comment – very likely
64. No comment – fairly likely
65. Most of family are already registered – fairly likely
66. Care, continuity, courtesy – Very likely
67. Courtesy & time to listen – Very likely
68. No comment – fairly unlikely
69. All staff are friendly and helpful – Very likely
70. No comment – very likely
71. Easy to arrange appointments doctors/nurses very helpful and friendly as are reception staff – very likely
72. Very satisfied with service – very likely
73. Constand lateness & hard to get an appt – Fairly likely
74. I have advised a few friends to use this surgery after hearing of their experiences in other surgeries in Ilkeston (rhymes with wittle Lick) – Very likely
75. Advice on online access would be helpful – fairly likely
76. No comment – fairly likely
77. No comment – Very likely
78. No comment – Very likely

79. I feel the doctors, nurses and receptionists get to know you and listen to your problems.  
Can usually get in if its an emergency – fairly likely
80. No comment – Very likely
81. Not been for so long hard to assess 0 Neither likely or unlikely
82. No comment – very likely
83. Never had a problem – very likely
84. All family & friends come here already s they live locally – Neither likely or unlikely
85. No comment – very likely
86. No comment – very likely
87. Very Happy – Very likely
88. Very Happy – very likely
89. It's a good doctors – very likely
90. I think this practice is the best one in Ilkeston. Highly recommended – very likely
91. Very Friendly – fairly unlikely
92. No comment – Very likely
93. No comment – very likely
94. Have been seen by one particular doctor over the years and was very happy with the  
consultation – fairly likely
95. No comment – very likely
96. Helpful, kind and understanding staff – very likely
97. No comment – fairly likely
98. No comment – fairly likely
99. No comment – very likely
100. Highly satisfied with the service appreciate being able to get urgent appointments  
by ringing at 8am
101. Friendly efficient practice – very likely
102. Find the receptionists helpful and pleasant environment for a surgery. The nurses  
are also very pleasant – very likely
103. I have always received a prompt & efficient service – very likely
104. No comment – fairly unlikely
105. I always say this is the best practice as nothing is too much trouble – Very likely
106. It's a small practice and the only doctors that was able to manage my depression –  
fairly likely
107. The doctors are cracking & really make a difference – Fairly likely
108. Been at the practice all my life & very satisfied – Very likely
109. No comment – very likely
110. Very good service – very likely
111. No comment – very likely
112. No comment – fairly likely
113. No comment – very likely
114. No comment – very likely
115. No comment – fairly likely
116. No comment – very likely
117. Because the doctors take time when you see them I don't mind if I have to wait –  
very likely

118. No comment – Very likely
119. No comment – very likely
120. No comment – very likely
121. No comment – fairly likely
122. Never had a problem – very likely
123. Always reliant good services booking appointments and doctors are friendly and listen and give good advice. – Very likely
124. My whole family are at this doctors – very likely
125. My friend & her family go to this practice – fairly likely
126. Always very pleasant & helpful! Thank you – Very likely
127. Good practice no issues – Very likely
128. Would recommend to anyone great practice – very likely
129. Very good service – Very likely
130. No comment – very likely
131. Because of getting appointments – Neither likely or unlikely
132. Good doctor – Very likely
133. No comment – fairly likely
134. No comment – fairly likely
135. I have recommended this practice to 6 people – very likely
136. No comment – fairly likely
137. The practice runs very well and all the staff are very helpful – very likely
138. If I cant get an appointment, how will they – fairly unlikely
139. No comment – neither likely or unlikely
140. No comment fairly likely
141. No comment – fairly likely
142. No comment – very likely
143. No comment – fairly likely
144. No comment – fairly likely
145. No comment – very likely
146. No comment – fairly likely
147. No comment – very likely
148. No comment – very likely
149. No comment – fairly likely
150. No comment – very likely

SEPTEMBER 2016 – No forms received

OCTOBER 2016 – No forms received

NOVEMBER 2016 – Extremely Likely – Very good practice.

DECEMBER 2016 – No forms received