

## FRIENDS & FAMILY FEEDBACK 2019

The following feedback during 2019 came from our patient surveys, with scores from Very Likely – Very Unlikely – form distributed to all surgeries for continuity.

- JANUARY 2019
1. I have mostly always been able to get an apt when needed and always find all the doctors and nurses friendly. Likely
  2. Dr Barnett is really good, never rushes you practice is always clean and tidy and friendly. Likely
  3. All my contacts with every member of staff have been very positive. Professional caring always. 20 yrs with practice – extremely likely
- FEBRUARY 2019
1. Care was fine but had to wait 30mins to be seen by doctor (way too long) – neither likely or unlikely
  2. Satisfaction with service – extremely likely
  3. Likely – no comment
  4. Ive always been looked after well – service is generally excellent. High professional standards – extremely likely
  5. Happy with practice – extremely likely
  6. Staff polite and doctors are brilliant, listen to you and understand – extremely likely
  7. Quick apts & friendly staff – extremely likely.
  8. This is a pleasant surgery with friendly staff – likely
  9. It can take a long time to get an apt the only problem – likely
  10. Quick service, didn't have to wait long, pleasant people – likely.
  11. Very good when need to be seen asap – extremely likely
  12. Always been helpful and friendly – extremely likely
  13. Always good service and informed, helpful staff – extremely likely.
- MARCH 2019
1. Friendly receptionists who always do there best to help – likely
  2. Doctors very good get you quick treatment, nurses excellent after care – extremely likely.
  3. Helpful people good reception staff – extremely likely
- APRIL 2019 no comments

MAY 2019

1. Always you have been very good to me – extremely likely
2. Friendly staff and caring doctors – extremely likely
3. Very helpful – extremely likely
4. Level of care from Dr Farrands and previously Dr Donovan has been exceptional. Reception staff are friendly and do their best to help – extremely likely.
5. Good friendly practice – extremely likely
6. Because they always try and get you in to see the doctor last minute – extremely likely
7. Always friendly – likely
8. Friendly, helpful staff – likely
9. Apt times are long waits to get an apt then long waits at apt – neither likely or unlikely.

JUNE 2019

1. Never had any problems with Galdstone Surgery before – Likely
2. I usually see Dr Farrands and find her very helpful and listens with care. The nursing teams are also very good – Extremely likely
3. Staff and doctors very helpful and efficient – extremely likely.
4. Always had very good services – Extremely likely
5. Always been satisfied with service all staff friendly, efficient and polite – Extremely likely.