

FRIENDS & FAMILY FEEDBACK 2018

The following feedback during 2018 came from our patient surveys, with scores from Very Likely – Very Unlikely – form distributed to all surgeries for continuity.

JANUARY 2018 – No forms received

- FEBRUARY 2018 –
1. I have no complaints with how our surgery is run – Extremely Likely
 2. Very good treatment on all levels – Extremely Likely
 3. No comment – Extremely Likely
 4. Because of treatment received & help – Likely

MARCH 2018 – no forms received

APRIL 2018 – no forms received

- MAY 2018 -
1. My wife is with Littlewich and has had problems getting appointments to see a doctor, she only got one recently as she had a temperature of 39c – very likely.
 2. Very likely – no comment
 3. Efficient, friendly service – very likely
 4. Waiting times & apts times are getting longer – fairly likely
 5. Very likely – no comment
 6. Very likely – no comment
 7. Very likely – no comment
 8. Very likely – no comment
 9. Very likely – no comment
 10. Was good – when you could see or speak to duty doctor. All staff very good, professional and friendly – very likely
 11. Fairly likely – no comment
 12. Good – very likely
 13. Fairly likely – no comment
 14. Fairly likely – no comment
 15. Very likely – no comment

16. Fairly likely – no comment
17. Have attended multiple antenatal apts & a couple of doctors apts for myself & baby. Always treated with care and respect – very likely
18. Very likely – no comment
19. Personally have mostly had good service – fairly likely
20. Yes I would recommend someone, as ive been happy – very likely
21. Friendly & usually so efficient, will accommodate requests as soon as possible – very likely
22. Fairly likely – no comment
23. Very likely – no comment
24. Very likely – no comment
25. When I do get to see nurses/doctors they are always friendly and helpful and professional. Thank you – very likely.
26. Very likely – no comment
27. OK the doctors have a job to do and sometime it is busy – fairly likely
28. My family are here – very likely

JUNE 2018 -

1. Very Likely – no comment
2. Fairly likely – no comment
3. Fairly Likely – no comment
4. I have always been able to get to see a doctor when I have needed to even at short notice – Very likely
5. Always happy to help. Staff friendly. Get to know you on a personal level – very likely
6. Very likely – no comment
7. Very likely – no comment
8. Very likely – no comment
9. I think Dr Farrands is the best doctor Ive ever seen, shes relatable and listens.

10. Very Likely – no comment
11. Fairly unlikely – no comment
12. Find it a good practice – fairly likely
13. Very good and friendly – Very likely
14. Just listening to people talk about there own doctors. Ours seem better – fairly likely
15. Very likely – no comment
16. Very polite receptionists. Nurse listened, yet to see a doctors – very likely
17. Very likely – no comment
18. Very likely – no comment
19. Very likely – no comment
20. Very likely – no comment
21. Fairly likely – no comment
22. Very likely – no comment
23. Fairly likely – no comment
24. Fairly likely – no comment
25. Would recommend as long as time waiting after appointment shortens – fairly likely
26. For someone who is very healthy & doesn't use doctors it was very disappointing that I was offered an appointment 2 wks away. Only when I expressed my worry was I offered a sooner appointment – neither likely or unlikely.
27. Encountered no problems – fairly likely
28. Ive always felt the doctors take time and listen and the nurses are lovely – very likely
29. Very likely – no comment
30. Dr Barnett is very understanding and treats me with kindness and respect and gives me as much time as I need – very likely
31. I have always been very satisfied with the receptionist and doctors. I hear various complaints about other surgeries – very likely

32. Been here since birth – very likely
33. Good friendly service – very likely
34. Excellent, always helpful. Very approachable feel cared for. Fantastic staff – very likely
35. The best surgery in Ilkeston – very likely
36. I am very happy with the practice – very likely
37. Very likely – no comment
38. I got my partner to move over from his practice – very likely
39. Very likely – no comment
40. Caring doctors & nurses and helpful admin staff – very likely
41. Never struggle to get or make an appointment. Always friendly staff – very likely
42. Difficult to get appointments & often referred to Littlewick – fairly unlikely
43. New to practice – no rating
44. Very likely – no comment
45. I have only been with this surgery for a couple of weeks and had two appts cancelled but you have been amazing and got me an apt on the same day – very likely.
46. Fairly likely – no comment
47. Very likely – no comment
48. Helpful doctors can usually get an apt on the same day – fairly likely
49. Fairly likely – no comment
50. Fairly unlikely – no comment
51. Staff are very helpful – very likely
52. Fairly likely – no comment.
53. Easy to contact, quick appts – very likely
54. Fairly likely – no comment
55. Fairly likely – no comment

JULY 2018

56. Fairly likely – no comment
1. I am always satisfied with all the doctors and staff and always treated with courtesy and respect – very likely
 2. Very likely – no comment
 3. People complain about their surgeries but if I call for an appointment that day I am usually offered a phone call from the doctor and advice or an appointment to sort the matter out – very unlikely
 4. Very helpful and caring staff – very likely
 5. Very likely – no comment
 6. Fairly likely – no comment
 7. Fairly likely – no comment
 8. Very likely – no comment
 9. It's efficient and friendly for the most part – fairly likely
 10. Have to wait sometime for appointments – fairly likely
 11. Have ticked no for repeat prescriptions – boots do this for me – fairly likely.
 12. Everything under one roof – very likely
 13. Very likely – no comment
 14. Very likely – no comment
 15. I think there's improvement to be made in some areas, but overall good practice – fairly likely
 16. Very likely – no comment
 17. The reason for my recommendation is given by my comments on page 1. I have been extremely pleased with all aspects of my treatment. I wish I'd been attending this practice much sooner – very likely
 18. Fairly likely – no comment
 19. Very likely – no comment
- AUGUST 2018
1. Very likely – no comment
 2. no problems – very likely
 3. Very likely no comment

4. Very likely no comment
5. The ability to get an apt with the doctor of your choice has virtually disappeared and for those that work ringing up on the day is impossible to get an apt on that day – neither likely or unlikely.
6. Drs nurse, staff usually very helpful – very likely
7. Never had any issues – very likely.
8. Very likely – no comment
9. Because in my experience if you need to see the same doctor for on going test etc it is very difficult to get apts. – neither likely or unlikely
10. Good gps and nurses – fairly likely
11. Fairly likely – no comment
12. Very likely – no comment
13. Very likely – no comment
14. Very good – very likely
15. Neither unlikely or likely – no comment
16. Very likely – no comment
17. Fairly likely – no comment
18. Very likely – no comment
19. Very likely – no comment
20. Very likely – no comment

OCTOBER 2018 -

1. Very good care on the plus side but having to wait such a long time sometimes is not so good as sometimes by then you may be better and therefore wasted an apt. – Neither likely or unlikely
2. Very good practice great doctors and staff – very likely
3. Very likely – no comment
4. Fairly likely – no comment
5. Fairly likely – no comment
6. I have always had a caring service – very likely

7. I think the surgery is excellent! From what friends have told me about their dr/surgey I count myself/family very lucky to be registred here thanks – V likely
8. Generally an excellent service delivered in a friendly & professional manner
9. Fairly likely – no comment
10. Fairly likely – no comment
- 11.

SEPTEMBER 2018

1. Fairly likely – no comment
2. Fairly unlikely – no comment
3. Neither likely or unlikely – no comment
4. Friendly practice, good doctors – very likely
5. Very likely – no comment
6. Very likely – no comment
7. Good practice, never had any negative experience – very likely
8. Very likely – no comment
8. Only problem is getting through on the phone – fairly likely
9. Very likely
10. Fairly unlikely
11. Just wouldn't – neither likely or unlikely
12. Very likely – no comment
13. Staff, doctors & nurses always friendly and helpful – very likely
14. Never had problems with appointments or waiting times overall experience very satisfied – very likely
15. Fairly likely – no comment
16. Very likely – no comment
17. Yes I do – very likely

18. Very likely – no comment
19. I find they are far better than my previous surgery – very likely
20. Very likely – no comment
21. Only surgery used since living in Ilkeston – very likely
22. Very likely – no comment
23. Fairly likely – no comment
24. Very likely – no comment
25. I would definitely recommend it – very likely
26. I feel it is a safe and competent practice – very likely.
27. Fairly likely – no comment.

NOVEMBER 2018 -

1. A good practice – very likely
2. Very Likely – no comment
3. Fairly Likely – appointments are difficult to get theres always a long wait. All staff are very friendly.
4. Fairly likely – no comment
5. It's a typical busy surgery! Fairly likely
6. Fairly likely – no comment
7. Think it could improve with getting through on the phone. Also shorten the waiting time to see doctor/nurse. Ive rang before and had to wait 2-3wks before seeing a nurse.
8. Very nice practice, difficulty getting appointments like most doctors – fairly likely
9. Everyone I know is already happy with their current doctors – neither likely or unlikely.
10. Very likely – no comment
11. Frindly staff, very helpful – v likely
- 12.

DECEMBER 2018 -

1. I find all staff to be very helpful. Like that they wear uniforms they look very smart – Likely
2. The reception staff are extremely friendly as are the GPs! – Extremely Likely
3. Dominique HCA very knowledgeable, kind, very impressed & professional, thank you. – Extremely Likely
4. Staff helpful – Extremely Likely
5. Good practice. Everyone that works here are friendly, respectful and consider dignity – Very Likely
6. I find the doctors that I see very professional and accommodating. I dislike the phone booking system – divulging reasons to see doctor and being refused or feeling a nuisance – Fairly unlikely