



Friends & Family Test 2017 Summary

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

	Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't Know
Total for 2017	19	1			1	

January - 17

No responses.

February – 17

No responses.

March – 17

1 – Extremely Likely (online) 1 – Likely (Paper)

Comments:

Everyone at RMC is friendly, professional, caring. The doctors are highly skilled and always take time to listen, make me feel involved in decisions - never arrogant or make me feel I shouldn't have come (have had poor experiences elsewhere).

Good surgery and doctors.

Local and handy in the village

As a working person I find it frustrating to wait at morning surgery before going to work or wait for an evening appointment.

Open plan reception makes for a friendly greeting but conversations can be heard through the waiting room - concerns over confidentiality when phoning.

Playing some quiet music to help mask conversations by people in the waiting room and reception will also help provide some atmosphere.

April – 17

No responses.

May – 17

2 – Extremely Likely (1 online, 1 paper)

Comments:

Best possible service I have ever known. Dr Brookes knows what he talking about.

The open surgery (i.e. turn up on a morning and be seen) is an excellent way of guaranteeing you will be seen. I am aware of other systems that do not offer anything like this level of medical service. Excellent.

June – 17

5 – 3 Extremely Likely (2 paper, 1 online), 1 Extremely Unlikely (1 online)

Comments:

The practice is professional and friendly, patients feel at ease when they attend.

Woeful opening hours and dispensary poorly stocked and unable to provide even basic medications

Is there anything you don't provide now? You're amazing! You provide an excellent service, professional, courteous and caring. It's very much a community practice and feels very safe and secure as a patient. I know I am being looked after. Thank you.

July – 17

4 – Extremely Likely (2 paper, 2 online)

Comments:

I think the doctors & admin team are excellent – Thanks very much.

I am treated as an individual and the Medical Centre Staff are always friendly, helpful and professional when dealing with patients and others who attend the surgery

Personal care and attention during recent illness

August – 17

1 – Extremely Likely (1 paper)

Comments:

N/A

September – 17

2 – Extremely Likely (1 paper, 1 online)

Comments:

Friendly, courteous and exceptional doctors - Thank you

The current services are very good.

October – 17

3 – Extremely Likely (2 paper, 1 online)

Comments:

I was impressed with how nice everyone was and how efficient also. would like to have an extended web portal for access to medical information, but understand this is coming. Great! Thank you for all your help.

A highly professional team who make time for every individual patient.

Could you provide possible additional services for families with members who have learning disabilities/autism.

November – 17

2 – Extremely Likely (2 paper, 0 online)

Comments:

You saw my daughter on the day she called this week – couldn't ask for anything better. I cannot believe that anyone, as I notice from your running survey poll, would be extremely unlikely to recommend the practice.

December – 17

1 – Extremely Likely (1 online, 0 paper)

Comments:

Excellent service. Staff very helpful and efficient.

