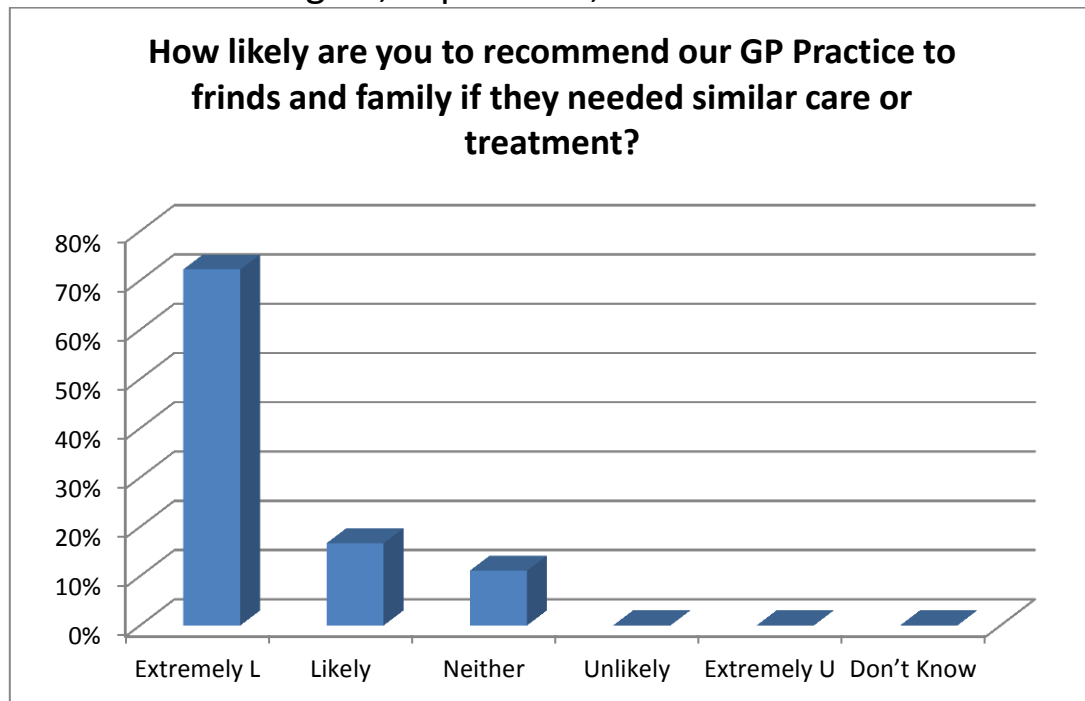


Friends and Family Test Responses

August, September, October 2015



You Said...

Care and treatment at the practice is brill, and would not go to another GP

Always friendly receptionists, doctors understanding

I am very satisfied with the service with both doctors and reception staff

Dr Pinches is a No 1 Doctor

I have experienced first class treatment from everyone in the

Receptionist helped and answered all my questions and was friendly and helpful

- I have been with this practice many years and have always had excellent service from everyone
- I am happy with your service and hope to use your surgery for years to come. Need more male doctors
- the surgery staff are very helpful and doctors deal with problems promptly
- I managed to get an appointment when required
- Very satisfied with services received
- Everyone is friendly
- Good Info from reception. Positive discussion with GP
- Don't open Thurs afternoon always call back service Mon & Tues
- First class service and treatment caring staff and doctors
- No problems and reception staff always there to help

We Did...

As a result of your feedback we have informed all the staff who have received positive comments from patients, they appreciate your support and positive comments so please keep them coming. We try very hard to provide a good service to our patients so it is always nice to hear when you are doing a good job. Thank you.

One patient commented on the fact that we need more male GPs. When Dr Magda replaced Dr Keating after his retirement it did mean that we no longer had a permanent male GP. However, we are currently looking for a new salaried GP to join us and as a training practice we do have new Doctors joining us on a regular basis so this may be addressed soon.

Another patient commented on the fact that we do not open on Thursday afternoons. We are currently taking part in a pilot programme in Sheffield to try and increase access; as a result we are now open in the early afternoon on Thursdays providing a limited number of appointments for patients who need seeing that day. However, if you ring up and we are closed please listen carefully to the message and it will direct you to call one of the out of hours services who will be able to help. Alternatively you can call the free NHS 111 service 24 hours a day, 7 days a week.

Thank you to all the patients that took the time to complete our Friends and Family Questionnaire. Please ask at reception for a questionnaire and tell us how we are doing, it will only take a few minutes.

Luke Houldsworth
Practice Manager