

Reponses to January 2016 - Friends & Family Test

Responses – To the question “How likely are you to recommend our GP practice to friends & family if they needed a similar care or treatment?”

13 replied that they are extremely likely to recommend. 2 replied that they are likely to recommend

Comments:

As a new comer to the practice I am probably not the best person to ask, but so far I have been treated very well.

Receptionist told she does a grand job with a smile.

Wonderful service.

I am very pleased to be with this practice, as I have been for 20-years. This is based on quality of care, personalisation (including by the backroom staff & nurses), promptness of appointment times, ease of access & that the service has remained true to its values of being patient centred.

Very good doctor, great service, appointments good.

Wanted to say a big thank-you for receptionist help & being friendly, never had a problem, always get an appointment.

I have been with Dr Solway nearly 8-years & they are fantastic in their job, especially reception; people very helpful will always get you an appointment.

Very good service, GP's & reception always polite & helpful.

Always found staff & doctors extremely friendly & helpful in al circumstances.

I was very happy with the professional & friendly service I received from the practice today. I attended a diabetic appointment. The nurse realised I was due for a thyroid test as well, so she combined my appointment to carry out the relevant tests for both diabetes and thyroid. This saved me having to book another appointment which could be used for another patient. The staff provide a very good experience notably they were helpful, prompt & kept calm under pressure. Thank you, keep it up! I was seen by 2 receptionists and a diabetic nurse.

Thank you for all your help on Friday, 5 February re: urine sample problem – you may have saved my life.