

Family and Friends Test Feedback information

93% Extremely or Likely to recommend the Practice

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Friends & Family Test feedback forms completed from 01/12/2014 to 30/6/2015	676					
Question: " How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment"	Extremely Likely';	Likely';	Unlikely';	Extremely unlikely';	Don't know	Neither likely nor unlikely';
Question Results	428	201	14	3	4	26
Question: "Are you aware that the Old Station Practice has an "Established PPG Group"	Yes	No				
Question Results	292	217				

"Comments"

<p>(309) Difficult to get to see a specific doctor.</p> <p>(310) The staff are very friendly, the surgery is kept in great clean condition.</p> <p>(311) Not very good service today had to make 6 phone calls.</p> <p>(132) Very good service although appointment phone line is often busy.</p> <p>(133) Had no problems</p> <p>(134) It's very hard to get appointments</p> <p>(135) Excellent staff & doctors listen well & assist in explaining issues of illness.</p> <p>(136) Mainly nice doctors that are very helpful. Don't like the 48 hour appt system though - when not needing an emergency appt we should just be able to make appt when ringing anytime.</p> <p>(137) Friendly receptionists, caring & sympathetic. And the doctors are the same and very thorough.</p> <p>(138) I have never had any problems so yes I would recommend my doctors.</p> <p>(139) Convenient.</p> <p>(140) Always been going here since I wa a child.</p> <p>(141) Easy going and friendly staff.</p> <p>(142) Because we have 3 practices so having a car I am more likely to get an appointment quicker.</p> <p>(143) This is the closest G.P. so I come here.</p> <p>(144) Over 2 weeks to get to see a doctor. But the Nurse was lovely.</p> <p>(145) Long delay in getting appointment.</p> <p>(146) Some good & understanding doctors but not all</p>
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(147) Julie, Daisy lovely.

(148) Always treated with respect.

(149) Doctors very good also receptionists very helpful.

(150) Always pleasant.

(151) Excellent care by courteous healthcare workers

(152) Appreciate the service

(153) My parents, myself and my child have always used the surgery, can't imagine going anywhere else.

(154) Friendly, warm atmosphere.

(155) Don't treat the clock but you the patient.

(157) Dr Kelly is a very thorough and pragmatic doctor. I would highly recommend him.

(158) Clean and Comfortable

(159) I have been with the Practice since birth.

(160) Friendly Staff, Clean Enviroment, Good Location.

(161) Very good service once again.

(162) Repeat Prescription.

(163) I am really happy with the practice and my regular Dr Kelly. I know these times are difficult for us all at this time.

(165) Always recommend because it is near home.

(166) Extremely helpful, appointment times mostly on time.

(168) Doctors and Nurses are first class. Receptionist very welcoming and friendly.

(169) Very good and friendly service.

(170) Good Treatment.

(171) Always helpful.

(172) Always been happy.

(173) Friendly, helpful receptionist always hapy to help.

(174) Convenient.

(175) Because walk in centre is shut.

(176) The practice is very good always there when you need them.

(177) The GPs are always friendly and helpful as are the receptionists.

(179) I've received good advice and care from the doctors and have been able to

get appointments promptly.

(180) No problems Experienced (N or Nor)

(181) Doctors are always behind

(182) Good Service.

(183) Always polite and Helpful

(184) Really Good.

(185) Our family have been patients of this practice since Dr Sudbury and are very pleased to be so.

(186) I would like to give my positive feedback on the helpful reception staff.

(187) The staff are very friendly and helpful.

(188) Staff & reception are always helpful. Doc's are willing to listen to my views with options and can discuss at length if needed.

(189) Woudn't want to leave this practise - ever always been good.

(190) Dr Foot is lovely and I always bring myself and my daughter to see her.

The Radio in the waiting room is missed!

(191) Always receive good medical help & Meds

(192) Polite and kind receptionists will always try to fit you in if unwell.

(194) When I get to see the Doctor He can be helpful, Trying to get an appointment is like trying to find a needle in a haystack. Most of the time all the doctors seem to be bothered about is wieght loss and I feel let down, and I tend to stay away from my surgery. P.S. Linda is brilliant. (Hazel Wood marked paper Don't know)

(195) I have been with this practice for many years and have always been treated very well and respectful can't fault them. (Joy Woodward)

(196) I haven't had anything seriously wrong with me and don't come regular so I don't feel any other answers would give a true meaning.

(197) This practice has always helped me with whatever illness I have had and the Drs & staff are always pleasant & caring, "Thank You"

(199) It is an OK practice, receptionists are nice & friendly, but long waiting times.

(200) We have no problems with this practice always very helpful.

(201) Don't use very often luckily in good health.

(202) Lovely reception staff & always good service.

(203) I do not like having to wait 3 weeks for appointments

- (204) Good G.P. care
- (205) Very happy with both medical and reception staff.
- (206) The Doctors we see is extremely good and caring. Appointments are usually no problem.
- (207) Very good response, Good Reception and Doctors. Staff all good
- (208) Would be helpful to have an extra pair of hands at the desk, even for a few days a week.
- (209) No Problems
- (210) To long to wait for appointments.
- (211) All three surgerys set a great example, pity other Doctor groups don't.
- (212) This surgery is good for getting my children in on same day and, doctors are great.
- (213) Always very efficient and friendly. No complaints at all.
- (214) I like to come here as all the staff are very nice.
- (215) To many 48hr appointments.
- (216) Good surgery.
- (217) I came in with a prolem which was of no fault of the surgery, but the receptionist did her best to sort me out.
- (218) Very friendly and helpful staff.
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- (219) Very Friendly.
- (220) Very friendly receptionist and can usually get an appointment in acceptable time.
- (221) Never had a problem with doctors or nurses.
- (222) Receptionist is very helpful, if they can't help you they will point you in the right direction.
- (223) Need to wait to see your own G.P.
- (224) Do you recommend doctors?
- (225) Very efficient service and caring friendly staff.
- (226) Over the years I have had good medical care where I needed it.
- (227) Next to impossible to see the doctor who has been treating you. Reception Don't keep you up to date when the doctor is running late.
- (228) Been with the practice 41 years - wouldn't change
- (229) The Doctors are very friendly.
- (230) I find the doctorsgood.
- (231) Never had any problems.

(232) I feel that it is quite hard to get an appointment when needed. The receptionist occasionally are distracted and may not ask what the appointment is for when may lead to patient needing to book another appointment.

(233) Waiting times and Reception staff attitudes.

(234) Always been with this surgery & been happy with service.

(235) Very professional Drs and staff and will accommodate when possible.

(236) Very efficient.

(237) always happy with treatment received.

(238) Always helpful.

(239) Very friendly.

(240) Very happy with all care.

(241) Already due.

(242) Very friendly and helpful and efficient.

(243) Very pleased with the service I receive.

(244) Very prompt and polite replies to my enquiries.

(245) Well organised practice, doctors polite and efficient. Reception and Nurses need to look at their attitude towards people, very off hand sometimes.

From March 2015

(246) Personally I have never had anything but good service at this practice.

(247) Very helpful and friendly.

(248) Very Good.

(249) Very friendly and take time to talk to you.

(250) Always helpful and friendly.

(251) Always done good really good for myself and my family.

(252) Always looked after me and my family for over 70 years.

(253) Very good service.

(254) Very Good.

(255) Very well looked after very thorough.

(256) Always friendly and want to help you.

(257) Friendly and helpful services.

(258) Good service from everyone - understanding & caring.

(259) Usually get an appointment for emergencies quickly.

(260) They get you in as soon as possible, and are very helpful on the phone.

(261) Always helpful and polite, will make house calls if needed. Always call you back when necessary good text message service. Could do with one hour each day for emergency appointments.

(262) Good service all round, Staff nice, well run doctors.,

(263) Appointments on time, sympathetic ear.

(264) The Surgery is just fine, Staff and doc's do a good job.

(265) Everything gets better year on & on cannot fault at all well done.

(266) Very good service.

(267) My experience of this surgery so far has been excellent, been with the surgery 1 year.

(268) I like the surgery as it is a very friendly place.

(269) No problems and nice receptionist.

(270) Always been here and wouldn't go anywhere else. Quicker appointments sometimes would be useful - excellent for kids appointments.

(271) Very friendly and efficient service.

(272) Excellent practice.

(273) Friendly experience.

(274) Takes too long to get an appointment.

(275) My GP;-Dr Foot has been outstanding! Dr S Kelly is simply amazing and Dr Thompson so caring(what else could I wish for) (The receptionist very professional & courteous & Jenny the practice manager Well nothing is of any trouble she far exceeds all!)

(000) Due to the long wait for appointment 3 Weeks for an appointment not good.

(276) Always sociable and helpful.

(277) Extremely friendly and patient.

(278) Very good.

(279) Excellent care would recommend it to everyone, very friendly practice.

(280) Dr Kelly very good.

(281) Good reliable doctors and close to me.

(282) Would have put Extremely likely but for the time it takes to get an appointment.

(283) They are a friendly lot who try their best for all of us. Our whole family is with them.

(284) Excellent service recently, however have had to wait quite a while for an

appointment in the past.

- (285) Wish it was easier to make appointments having to ring at 8'oclock in the morning is no good if you are waiting.
- (286) Very helpful and caring, will do everything they can to ensure you are dealt with in a caring way.
- (287) Always get me in when needed Lady Doctor Dr Mayer? Is excellent.
- (288) Always friendly and approachable lovely practice.
- (289) Very Pleased.
- (290) Fantastic service, caring staff & doctors
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- (291) I am happy with the service I receive from the surgery.
- (292) Excellent service And reception. Good Surgery
- (293) I don't know what I would do without the support of my doctor and this wonderful practice/staff
- (294) Doctors Nurse's & Staff are very good & caring would recommend them to friends.
- (295) "Non Better"
- (296) Really Good, Practice, good staff.
- (297) Always accomidating and helpful - great all round support & service.
- (298) Very Good.
- (299) When ringing for an emergency appointment would like a better outcome than ring in the morning etc.
- (300) Very friendly staff and a lot of staff (Ilkeston). So quick waiting times.
- (301) The doctors are very friendly and helpful. The receptionist is a lovely lady and polite!
- (302) I would recommend our G P service to anyone. I am very pleased with the high level of care that my family receive, especially my children.
Whenever I ring an appointment, if needed, is always made available
Doctors/Nurses have rang me and spoke to me over the phone and offered help/advice. Thank you.
- (303) The surgery is very supportive & I still manage to see my chosen G.P.
- (304) Very Satisfactory, pleasant staff, excellent G.P.s
- (305) Good.
- (306) Always polite, respectful etc.

(307) No problems, they always help me out.

(308) I like the staff and doctors.