

Friend and Family Test January 2016

How would you recommend our GP practice to your Friends and Family?

Extremely Likely	1
Likely	1
Neither likely or unlikely	
Unlikely	
Extremely Unlikely	1
Don't Know	

General Comments

“it has been my gp for some years now and the staff very friendly BUT some of the reception staff ask peoples date of birth address and reason why they want to see the gp loudly to the hearing of others so IT IS NOT CONFIDENTIAL”

Annie is very supportive & caring re my weight loss journey “

“ theres a white lady in the reception middle aged, not qualified in the reception aiming to send the patient away, without listening or solving their problem helpless and useless receptionist .the lady in the reception didn't listen to me she offered an appointment with nurse. When I explained I need an appointment with the gp she said you need not see a dr after your health check . when I insisted that the nurse wanted me to see my dr,she refused to give me a pre booked appointment she was patientless in a hurry not qualified to have a customer patient service. I asked her a tube for EYE SWAb as the dr gave me hasn't got the discharge properly. I could collect a tiny bit. She said no problem, I'll send this and see if not you have to redo? I asked her can I have an other to avoid lateness she refused! What kind of service I suggest you send this old lady who was with me 14.1.15 at 9.30 (without a scarf) from the reception desk . she need to have a customer/patient training “