FRIENDS & FAMILY TEST RESULTS

JULY 2015

Number completed: 88

Once again 95% of our patients would recommend our GP Practice.

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

Extremely Likely: 58
Likely: 26
Neither likely or unlikely: 2
Unlikely: 1
Extremely unlikely: 0
Don’t know: 1

All Comments:

Last minute appointment always available. Great reception staff.

I find this practice efficient, good at providing relevant appointments – urgent & non urgent. Staff are professional & friendly. And the doctors we’ve seen are good.

Quality of doctors and their caring manner.

Always have had excellent service from all the doctors.

You can get an appointment when you phone up or on-line on the day. Excellent professionalism of the doctors.

Very efficient. On-line booking. Big practice so lots of appointments.

Good range of different Drs with different areas of specialities. Can always get an appointment when needed.

Bearing in mind all the stories you hear about GP Practices, I have always found everyone to be very friendly & very helpful, from when I make my appointment over the phone to each nurse or doctor that I have seen.

Good past experience with this practice.
Friendly, easy making appts. This is first time here so cannot judge care yet but have heard positive things.

Very friendly. On-line booking & prescription ordering service.

Very organised surgery, responsive and helpful!

Totally happy with my treatment.

Always been satisfied – No complaints

The ability to get seen quickly, friendly staff

Satisfied with all aspects (although sometimes takes long time to get appt). Staff helpful and pleasant.

Possible to get emergency appts when needed. Friendly and helpful staff.

Good access to appointments. On-line booking & repeat prescriptions. Car parking usually available. Ultrasound available at GPs.

Reliable family service.

Very good doctors.

Doctor was very friendly.

Very convenient, seen promptly; good care & friendly staff.

The doctors are friendly and flexible. The reception is kind and welcoming.

Very good service and knowledge.

Because it is so efficient.

Excellent treatment caring doctors and nurses. Nice environment.

Lovely GP’s. Easy to book appointments.

My care with you over the many years with you has been good – no major issues other than sometimes a delay in seeing doctor I want to see.

I have always received good advice. The surgery is friendly and well appointed. The staff are efficient. I like the computerised booking-in system.

No problem.
Friendly staff, love the possibility of making appointments on-line and repeat prescriptions. Usually not running too late. Competent doctors. Been here for 27 years, no problems, excellent service.

Receptionists are always friendly & helpful. Doctors are very good at diagnosis & treatment. All extremely supportive when my father was very ill.

Efficient & friendly. The appt system works well – phones answered quickly. Opening hrs seen to be widening.

Can always get a last minute appointment when necessary! Great help with prescriptions.

Easy (ish) to get appointment. Good doctors.

Ease of getting appointments and range of doctors to choose from.

Ease of appointments and staff.

Friendly, always get an appointment when needed.

Prompt reliable service. Same day appointment. Caring doctors.

I have always been treated well by the doctors here and I have always been given an appointment as required.

My family have been with you for years. We are always happy with your service.

In an emergency you seem to be able to get an appointment quickly. I have had several problems this year and they have all been sorted very efficiently.

Easy to get an appointment quickly – not with a specific doctor but that isn’t important to me. Big enough to provide services on-site such as visiting Ultrasound test with radiologist.

The doctor was really nice and explained everything.

I know the doctor outside the surgery.

I find I get good treatment.

Professional, courteous, timely, reassuring.

Just can’t fault - friendly & helpful on recep. Dr’s are all very thorough.

Great service, helpful staff and never a problem getting an appointment whether urgent or otherwise. Just love this practice, even though I don’t need to come very often.
I joined this practice 10 months ago and have always been able to get a prompt appointment when needed. My experience has always been positive.

1) Able to make urgent appointments easily 2) Helpful GPs (lots)

Always able to get appointments with nurse. Very quick to process a doctor’s signature I required.

Usually friendly but difficult to get an appointment. Would be nice to see the same Dr most times, especially for the children.

It’s easy to get an appointment through the online booking service.

Felt all the doctors I have seen have been extremely helpful and so have the admin staff/receptionists – quite easy to get appts.

Good service.

This practice is the only one I know.

Good doctors and friendly staff.

Receptionists are always helpful & friendly and we can usually get an appointment quickly if it is urgent. All the doctors are pleasant and understanding.

Generally a good surgery however often the receptionists can be very rude on the phone and in person. Often a lack of compassion/patience shown.

Generally efficient booking service. Helpful reception staff.

Efficient and friendly.

Quick appointment.

Treatment always superb along with manner. Only not ‘extremely likely’ due to delay for appointments but probably same issue everywhere!

Good – lots of doctors. Though one will never prescribe antibiotics to a child until they are very ill which is a pain. Sometimes mums do know when kids are ill.

Always have been reliable & prompt when needed medical advice or attention.

I’m satisfied with the service so far!

Been with the practice 30 years – raised my children with them. Apart from one doctor I won’t choose to see – all prepared to listen and one has been exceptional.

Excellent service & shortish waiting period.
Been good in the short time I've been her (2nd visit today)

Accessibility of doctors

Occasionally the receptionists can be rather impatient or rude.

Friendly service from all staff, easy to get appointment, always been happy with the practice.

Some of the staff are lovely and so helpful. Some of the Drs are compassionate & listen to my concerns. Teresa the HCA is amazing!

Staff very helpful. Dr is always very thorough & always listens to me.

Doctors don’t give much time to give a thorough examination.

Easy to get appointment. Friendly doctors and nurses.

Difficulty in getting an appointment other than 5 minute urgent appts.

Not aware of another practice in Harpenden.

Always caring and patient and with an interest in events and family – will always go the extra mile!