**Castle Mead Medical Centre - Friends & Family Test Results**

**AUGUST 2019**

**How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?**

|  |  |
| --- | --- |
| 57 | Extremely likely |
| 6 | Likely |
| 0 | Neither likely nor unlikely |
| 0 | Unlikely |
| 4 | Extremely unlikely |
| 0 | Don’t know |

**If we could change one thing about your care or treatment to improve your experience, what would it be?**

|  |
| --- |
| * Based on today's experience, I would change nothing! We were in and out extremely quickly and as usual, the nurses we saw were just lovely - smiley and friendly and explained the immunisation in straight forward language. Can't fault anything about today's appointment. Thank you. |
| * Well, a couple of phlebotomists get irritated when I ask to lie down - I did faint off an upright chair once but not at this surgery. I did forget to make a double appointment this time but was only advised about doing so the time before. Nobody had ever suggested it before then. I realise they have a tight schedule. One time the phlebotomist thanked me for coming in early but got almost angry with me about wanting to lie down and then told me off about what I was wearing - I took my cardigan off and also had a jumper and long sleeved shirt on, which was no problem. She said, "Ah, you've got the wrong clothes on today." It was January with a bitterly cold wind and I was on foot .. I'm not hopping in and out of a warm car. I suppose she was just disappointed she couldn't get away earlier. I think I was the last appointment. |
| * Cannot think of one,first class services by all at Castle Mead. |
| * Get appointments earlier |
| * Hi, the medical center is excellent. The good ethos is evident, so no need to change anything. Regards Dave |
| * More availability of appointments. |
| * I had to wait a couple of weeks to see the doctor (and I was happy to see any of the doctors) |
| * I don't expect to not be able to see a doctor and only a health practitioner with a 13 month old who has been repeatedly about impetigo including a trip to a&e then to be given an incorrect prescription which I questioned and then had a new one written and to top it off mention something about cost to nhs for antibiotics I expect the health of a small infant to be taken seriously not happy and will refuse to see anyone but the doctor in the future |
| * No it's fine very well run surgery with first class staff |
| * Have more doctors appointments available sooner not a 3 or 4 week waiting time and have a penalty system in place for patients who don't turn up to appointments with out a good reason. |
| * Availability of appointments |
| * Another doctor and longer opening times would be beneficial please |
| * I cannot think of anything today, thank you. Xx |
| * Make it easier to book appt with same dr |
| * Not having to wait so long for an appointment |
| * Make it easier to book an appointment! |
| * Better service due to having a asthma check up and only being in there 5 minutes and not having an asthma plan done |
| * I know its hard but make it easier to get appointments |
| * To be able to get appointment, to see the Dr u have been dealing with, not just pot luck on who u see. When they have ask for tests. Say they will see u at a later time. Your chances of seeing the same Dr are slim. Having faith in the Dr u r seeing helps. |
| * Had to wait over an hour after my appointment time before seeing Dr recently. Timing could be better. |
| * I can't think of anything |
| * Changes the travel clinic back to how it was previously, I.e give travel advice regarding all inoculation that may be required for a given destination. Including malaria advice. |