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

**OCTOBER 2019**

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

|  |  |
| --- | --- |
| 55 | Extremely likely |
| 5 | Likely |
| 1 | Neither likely nor unlikely |
| 3 | Unlikely |
| 1 | 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?**

|  |
| --- |
| * To have a higher chair in the waiting area for people who are less mobile/ elderly/ post operative. |
| * Not to have to wait so long for an appointment |
| * Nothing it's a brilliant surgery |
| * The availability to see your named Doctor. |
| * More appointments over longer day |
| * Being able to see doctor of choice. |
| * Nothing to change, all staff are helpful and efficient and the surgery is great |
| * To be more involved in decisions and for the GP to ask more questions about things. |
| * As far as iam concerned nothimg always been very helpful and careing |
| * Get appointments earlier |
| * As always caring, understanding, knowledgeable, support from ALL staff. No need for change. |
| * Bring down waiting times to see your own GP |
| * Easier availability appts |
| * Written complaints not taken seriously. Every fortnight, there's an error with my prescriptions - Castle Mead blame IT, a particular doctor/receptionist/general human error, or pharmacy. Pharmacy blame Castle Mead. When I've queried/complained verbally, I've been laughed at by the reception team. Totally sub-standard care, making me feel worthless. |
| * Very efficient and speedy. All good Thank You. |
| * Wouldn't change a thing very efficient and pleasant experience. |
| * Only to make it easy to get a appointments |
| * To see a doctor sooner........rather than wait weeks |
| * I cannot think of anything at the moment. Thank you. |
| * My treatment at Castle mead is excellent and except for having to wait 5 weeks for an appointment I wouldn't change anything |
| * Nothing, it was all good |
| * There is nothing I would change. |
| * Would change nothing, as good as usual |