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

**SEPTEMBER 2019**

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

|  |  |
| --- | --- |
| 65 | Extremely likely |
| 8 | Likely |
| 1 | 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?**

|  |  |
| --- | --- |
| * Nothing. I was really well looked after even though I was really panicking | |
| * More appointments for working people. Maybe Saturday appointments only for workers | |
| * Shorter waiting time for appointments | |
| * Doctors to be sent on breastfeeding training and to actually take time to listen/ support. Formula feeding doesn't help or solve any problem if the mother doesn't want to formula feed. Also to be on time!!! |
| * Nothing |
| * Involve me more in my treatment. |
| * Excellent practice no need for any change |
| * Get appointments earlier |
| * Not a lot it is a very well run surgery the appointments could be a bit sooner than two weeks to see a Doctor |
| * Make appointments more accessible, not have to wait months for treatment. |
| * More appointments available. |
| * All good, so no need to change. Regards |
| * Personally I would change the care plans put in place. I have a chronic condition and have been passed from doctor to doctor who don't know what to do, and never had the thought to recommend me to someone with more experience to deal with the issue. Also it is extremely difficult to get appointments sometimes. |
|  |
| * To be able to keep with one named doctor instead of having to start from scratch with a different one. |
| * Nothing, it was perfect. |
| * Nothing. Everything was fine thanks. |
| * More appointments available |
| * A reduction in waiting time for an appointment is what I think most people would want but, I appreciate the demand is large and abuse of the system is a factor, I don't know the answer but, I hope someone comes up with an Idea that would work. |
| * My treatment could not be improved upon |
| * You are doing a good job |
| * Appointments on line earlier today just Friday morning |
| * Installation of a water dispenser would be good. |
| * Can't fault anything |