

## Friends & Family Test Results

Jan 2015

Extremely Likely	52%
Likely	22%
Neither Likely or Unlikely	11%
Unlikely	8%
Extremely Unlikely	7%

### Comments

Always had good service when needed

Have always been well looked after

I have been on this panel since birth in 1942 and have been very satisfied with the various treatments I have received over these years.

I have never had any reason to complain since I came here and receptionists are always very pleasant and helpful.

Extremely likely to recommend, speaking of our experiences of past years.

Excellent experience of the practice

You are made to feel the staff at Ashburn Medical Centre welcome and care also you are treated as a person and not wasting their time.

Every time I have been here for an appointment the treatment I have been given was first class and the dr's and nurses are very understandable also friendly and polite also very helpful. PS the receptionists are also very helpful.

Always had good service

Good service

Staff always helpful

Thoroughness of sessions with doctor, plus genuine concern. Very helpful and efficient reception staff.

Good friendly service

Rapid and appropriate response to condition

I have been able to get appointments. My doctor has been extremely helpful in helping me manage my condition.

Dr Parry was excellent - very relaxed thanks to her manner

Extremely likely to recommend because it's true.

Always quick and friendly

Never had problems, staff courteous

Good doctors, like service provided, pleasant helpful staff and nurses.

Friendly staff / doctor

Good access to appointment, happy with all staff

I have been coming here for years and totally happy with the care I get. I had the choice of taking my children to this GP or my husband's but I registered them here as I'm happy and confident with the GPs.

I have trust and faith in my medical team and know I get the best treatment.

I have always found the doctors surgery very good at trying to sort out most patients problems. They're friendly and most helpful

Nurses very friendly and attentive.

The staff have been extremely helpful every time I have been in contact with them.

A very friendly and helpful visit.

Pleasant surroundings, friendly staff, great with the kids.

I am a firm believer in "prevention is better than cure". Take anything recommended by health professionals.

I always try and see a doctor/nurse if I have any concerns about my child's health.

Repeat telephone prescriptions twice incorrect. Almost impossible to get an appointment with a named doctor i.e one that know my medical history. Poor follow-ups.

My daughter had to wait an hour after her appointment to see a doctor and was told to sit in an area where there was no other patients.

## Feb 2015

Extremely Likely	77%
Likely	15%
Neither Likely or Unlikely	8%
Unlikely	-
Extremely Unlikely	-

## Comments

Kind people

Just wanted to express how good Dr Myint seems – give her a job full time.

All very helpful and efficient.

Good treatment.

Reception and other staff helpful and caring.

Always there for me when I needed. Always seen asap. Great service.

Everyone very helpful and insightful. Good experience.

Staff always very helpful and courteous.

On minor complaint – the “auto” front door – is it not better to have that slight exercise?

Wonderful service and pleasant staff.

Receptionists behaviour behind the counter always very polite and answers any question you have and helpful – you feel welcome.

The staff are responsive to my requests – the GPs are also very accommodating.

I do not have any issues with any of the nurses or doctors at this practice. It is with one of the receptionists whom not only informed me of the incorrect time of my appointment (by 1 hour later rather than earlier) but she also failed to book this appointment as a telephone appointment. Only when I phoned to check the appointment earlier that day was I told that the appointment was an in-surgery appointment.

## March 15

Extremely Likely	67%
Likely	33%
Neither Likely or Unlikely	-
Unlikely	-
Extremely Unlikely	-

## Comments

Good professional reception and treatment with time to ask my questions. Thank you.

They are friendly

Girls working here are very helpful to me and I like some of the doctors who are here.