

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

Responses from all 5 of our sites

Extremely likely	Likely	Neither Likely or Unlikely	Unlikely
70.7%	24.6%	2.8%	1.9%

95.3% positive feedback

- Very helpful
- Efficient knowledgeable staff
- Friendly reception team
- New Physio service is fantastic
- Prompt attention
- Caring
- Absolutely brilliant on-the-day service
- Able to get evening appointment

4.7% negative feedback

We respond to the criticism too...

- New 'phone system is confusing and I've ended up at the wrong site for my appointment
- Pharmacy queues are extremely long
- Our Reception team will ensure they confirm appointment time, date AND which site
- Our team are working hard looking at ways to improve our service
- Continuity of care with the same GP difficult
- We are now offering extended access to many of our clinicians, including GPs, and we this has improved access to GPs for routine appointments. We are also working hard training our staff to ensure that patients are signposted to the most appropriate clinical pathway for their needs