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

**JUNE 2019**

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

|  |  |
| --- | --- |
| 58 | Extremely likely |
| 3 | Likely |
| 2 | Neither likely nor unlikely |
| 0 | Unlikely |
| 2 | 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?**

* Being able to get an appointment quicker
* A reduced appointment waiting time, would be appreciated. However, our village is larger these days and I appreciate that the new folk need help too. You give us all a great service!
* Shorter waiting time for an appointment.
* Wait time for appointment after having to book on line
* Ease of making appointments
* Sorry, no suggestions
* Nothing. It is brilliant
* More appointments available and not having to wait over a month to see a doctor
* More appointments needed for working people
* Nothing
* More feedback on results of blood tests, CT scan etc
* Everything satisfactory.
* Have a free delivery service for repeat prescriptions
* Less waiting time for appointment
* There is nothing that I can think would make it better. Great experience
* I found it easier to arrange a face to face appointment than a telephone consultation. With the symptoms I had been informed of I was not prepared to wait for the long term.
* Nothing excellent service today
* Shorter waiting times to see a Doctor!!!
* I cannot think of anything at this time. Thank you x
* Nothing Everything was perfect
* They are doing a good job
* To be able get appointments earlier than 3 weeks
* More GP appointments available,
* Waiting times, I know it can't be helped sometimes, but I had to wait an hour and a half after my appointment before I was seen.
* I havent actually seen my gp in 2 months of being at the surgery. But other then that nothing
* Nothing comes to mind