

**Castle Mead Medical Centre - Friends & Family Test Results
FEBRUARY 2020**

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

48	Extremely likely
1	Likely
2	Neither likely nor unlikely
1	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?

- nothing... the staff are all fantastic wouldn't want me or my children looked after by anyone else
- Nothing could make it better
- Personally I don't like to be seen by strangers I find meeting new people difficult. Dr Squires May was lovely and so was the doctor I seen yesterday. I don't deal with new men well either. I know it's almost impossible to see the same person Dr now days but if I could I would stick with either of the two mentioned as coming doctors is stressful enough.
- Nothing, excellent again
- Make it easier to make advance appointments. For instance those that are more than four or more weeks away.
- No, I can't think of anything to improve this appointment
- If doctors are running substantially late i.e. 30 mins notification by text if possible would be appreciated.
- Nothing everything was just fine
- I would change nothing, my care as always was good
- Nothing Ann was punctual & helpful as always
- Nothing
- I would change your rude and patronising receptionist. Being 7 mins late is my fault and I will own up to that as traffics bad in Hinckley at the moment. But her poor attitude and patronising manner is something that will not go down well with any patient. This particular lady with an accent needs to realise that although the NHS is under stress empathy, understanding and good will goes a long way!
- Wouldn't change anything. Receptionists are all fantastic and Dr Squires-May is just beyond brilliant. She is so caring
- No. Being able to see a doctor sooner than 3 weeks
- My experience today was very good, efficient and relaxed very pleasant.
- Nothing to change - everything very good.
- Amanda was very knowledgeable and professional. She suggested meds that cured me to my surprise.