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

**OCTOBER 2019**

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

|  |  |
| --- | --- |
| 55 | Extremely likely |
| 5 | Likely |
| 1 | Neither likely nor unlikely |
| 3 | 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?**

|  |
| --- |
| * To have a higher chair in the waiting area for people who are less mobile/ elderly/ post operative.
 |
| * Not to have to wait so long for an appointment
 |
| * Nothing it's a brilliant surgery
 |
| * The availability to see your named Doctor.
 |
| * More appointments over longer day
 |
| * Being able to see doctor of choice.
 |
| * Nothing to change, all staff are helpful and efficient and the surgery is great
 |
| * To be more involved in decisions and for the GP to ask more questions about things.
 |
| * As far as iam concerned nothimg always been very helpful and careing
 |
| * Get appointments earlier
 |
| * As always caring, understanding, knowledgeable, support from ALL staff. No need for change.
 |
| * Bring down waiting times to see your own GP
 |
| * Easier availability appts
 |
| * Written complaints not taken seriously. Every fortnight, there's an error with my prescriptions - Castle Mead blame IT, a particular doctor/receptionist/general human error, or pharmacy. Pharmacy blame Castle Mead. When I've queried/complained verbally, I've been laughed at by the reception team. Totally sub-standard care, making me feel worthless.
 |
| * Very efficient and speedy. All good Thank You.
 |
| * Wouldn't change a thing very efficient and pleasant experience.
 |
| * Only to make it easy to get a appointments
 |
| * To see a doctor sooner........rather than wait weeks
 |
| * I cannot think of anything at the moment. Thank you.
 |
| * My treatment at Castle mead is excellent and except for having to wait 5 weeks for an appointment I wouldn't change anything
 |
| * Nothing, it was all good
 |
| * There is nothing I would change.
 |
| * Would change nothing, as good as usual
 |