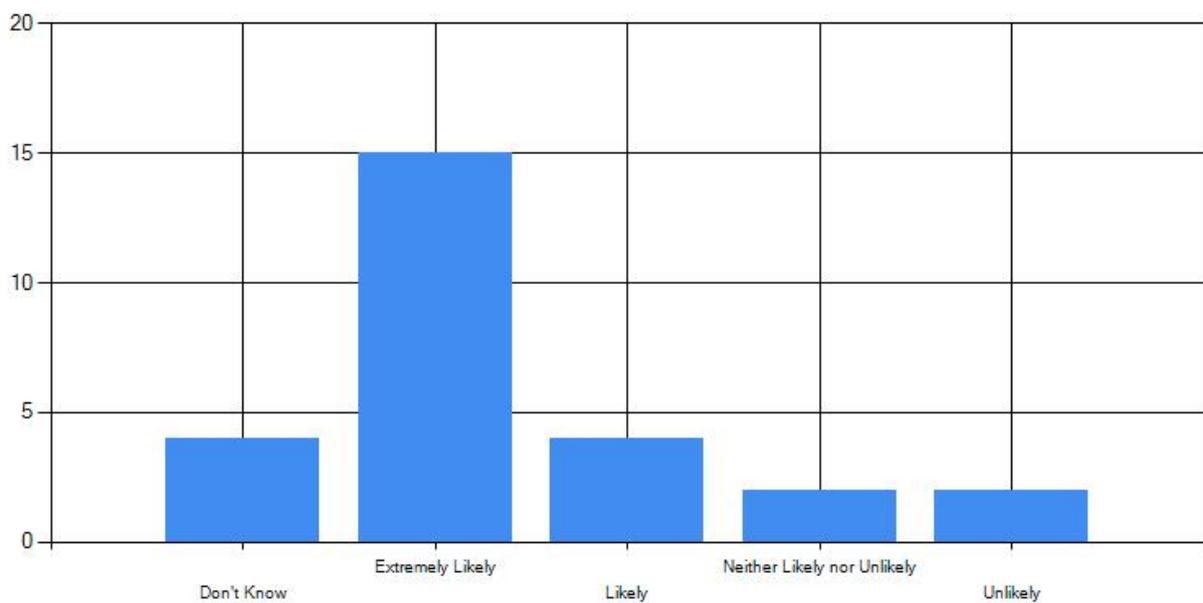


FRIENDS & FAMILY TEST RESULTS

MARCH 2016

Total Count	27
Extremely Likely	15
Likely	4
Neither Likely nor Unlikely	2
Unlikely	2
Extremely Unlikely	0
Don't Know	4

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



Positive Feedback

How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?	Can you tell us why you gave that response?	Practice Response
Extremely Likely	St Damian's surgery is very good and the staff is kind to me.	
	A friendly atmosphere with helpful staff.	
	Quite depressing colour scheme. Brighter would be more cheerful. Staff always efficient and cheery.	Actions to be attached later
	Always helpful, efficient and very understanding	
	Friendly staff.	
	Because we have always received a very friendly, efficient and professional service from all the staff at the surgery.	
	We have always received excellent service and treatment from the nurses and doctors, and had a friendly welcome from the receptionists.	
	Not without writing an essay.	
	Because it is much deserved.	
	Dr Wyatt was extremely patient with my son when he was upset. It made both of us feel we were not being a waste of her time.	
	Always been well looked after.	
	All the staff is exceptional. Patient with me. Always manage to meet my needs.	
	Always an excellent service.	
	Treated with respect. Treated like a human being, excellent reception staff, I trust these guys	
Likely	The practice is mostly efficient.	
	Always had a good experience with this surgery, although I don't know it as well as Melksham surgery.	
	The doctors are polite, good listeners and able. They are willing to try and resolve on-going health concerns. They are also clear about why certain treatment paths are preferred to others meaning that you are informed and understand the treatment planned.	
Neither Likely nor Unlikely	Please change the music, it's depressing.	Actions to be attached later
	Not all doctors give the same service.	Actions to be attached

		later
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Constructive Feedback

How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?	Can you tell us why you gave that response?	Practice Response
Unlikely	Not satisfied with the waiting times to see a doctor. Lack of continuity with doctor treating you, and having difficulty in seeing the doctor who you have been allocated, whoever that might be!	Actions to be attached later
	Because, although I am happy with the practice, I do not go around recommending things.	Actions to be attached later
	Dr Tees certified LPA applications without doing a mental capacity test. The practice owns a franchise for a care company, which I believe is a conflict of interest Dr Wyatt refused to be involved with the social care of a patient, who is vulnerable , in need, and being refused access to her family due to the illegal LPA	Actions to be attached later