

South Molton Health Centre NHS Friends and Family report October 2015							
The Friends and Family question is available on the practice website and in the waiting room							
The contractual requirement is to ask the main question and to follow up with a supplementary question to give patients the opportunity to give more specific feedback							
Question 1 thinking about your recent experience of our service, How likely are you to recommend our GP practice to friends and family if they needed similar care and treatment?							
Month	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know	What is the main reason you feel this way?
Sep-15	3	0	0	0	0	0	Because of bad feedback from other areas of the country, very satisfactory service here
							The doctor I saw (Dr Bowyer) always looks as if he cares, always really listens to what you are saying and does his utmost to help in whatever way possible. Always highly professional, Receptionists are polite, friendly and discreet.
							I get excellent service. The doctors are great
Aug-15	3	0	0	0	0	0	Happy with the Doctors
							I think you all do a fantastic job here at the health centre
							It is a very good GP and the doctors are very good and very nice! And the receptionists are very helpful
Jul-15	0	0	0	0	0	0	
Jun-15	2	0	1	0	1	0	How many Doctors would get and pack a hospital bag for admission to hospital, not many. Dr B did this for me. I was so grateful to her, she's a star. All staff are caring and kind, A great HC
							Welcome, friendly and good response times
							V Opinionated receptionists whom suggest an appointment isn't urgent, how are they to know!! Often late appointments if times could be stuck to this would be appreciated. I'm aware that emergencies happen but with young children its not easy!
May-15	5	0	0	0	1	0	Get your appointment system sorted. When you have to have a regular appointment every week I should be able to do this at least a month in advance to see a nurse. Not to be told I can only book every two weeks to see her. Get the receptionist to be more friendly, they are very rude at times and not helpful at all.
							Excellent Service
							Nice and Friendly staff. Helpful. Nice reception area. Great Doctors. Good entertainment /magazines
							excellent all round service
							The surgery always does their best and went the extra mile recently arranging an ECG when their machine was broken and I was anxious to have this test. This extra work and help and their kindness was very much appreciated. I would like to thank Tina, the Practice manager and all the team.
							I'm not home very often as I work away, when I am home, I am always lucky to obtain an appointment very quickly, mainly for bloods. An excellence surgery and Drs and all the staff. Thank you.
Apr-15	3	0	1	0	0	0	Walked in at 10am and was pleasantly surprised to be offered an appt to see a doctor within the <u>hour</u> . Very efficient service. Very friendly
							Keep up the good work
							Being on time to see patients when their appt is booked for