**Sele Medical Practice**

**FRIENDS & FAMILY TEST RESULTS**

These are the collated results from all completed Friends & Family Test forms that we have received since it was introduced in December 2014. We have included comments for the past year.

We would like to thank patients for their feedback.

**We would like you to think about your recent experiences of our service. How likely are you to recommend our GP practice to friends and family if they**

**needed similar care or treatment?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Month** | **Total****Responses** | Extremely Likely | Likely | Neither likely nor unlikely | Unlikely | Extremely unlikely | Don’t Know |
|  |  |  |  |  |  |  |  |
| **July 2017** | **1** | 1 | 0 | 0 | 0 | 0 | 0 |
| **June 2017** | **2** | 2 | 0 | 0 | 0 | 0 | 0 |
| **May 2017** | **2** | 2 | 0 | 0 | 0 | 0 | 0 |
| **April 2017** | **3** | 2 | 0 | 1 | 0 | 0 | 0 |
| **March 2017** | **2** | 2 | 0 | 0 | 0 | 0 | 0 |
| **February 2017** | **6** | 5 | 0 | 1 | 0 | 0 | 0 |
| **January 2017** | **3** | 3 | 0 | 0 | 0 | 0 | 0 |
| **December 2016** | **0** | 0 | 0 | 0 | 0 | 0 | 0 |
| **November 2016** | **2** | 2 | 0 | 0 | 0 | 0 | 0 |
| **October 2016** | **3** | 3 | 0 | 0 | 0 | 0 | 0 |
| **September 2016** | **1** | 1 | 0 | 0 | 0 | 0 | 0 |
| **August 2016** | **2** | 2 | 0 | 0 | 0 | 0 | 0 |
| **July 2016** | **19** | 17 | 1 | 0 | 0 | 0 | 1 |
| **June 2016** | **8** | 7 | 0 | 0 | 0 | 1 | 0 |
| **May 2016** | **2** | 2 | 0 | 0 | 0 | 0 | 0 |
| **April 2016** | **1** | 1 | 0 | 0 | 0 | 0 | 0 |
| **March 2016** | **1** | 1 | 0 | 0 | 0 | 0 | 0 |
| **February 2016** | **7** | 6 | 1 | 0 | 0 | 0 | 0 |
| **January 2016** | **6** | 5 | 1 | 0 | 0 | 0 | 0 |
| **December 2015** | **7** | 4 | 3 | 0 | 0 | 0 | 0 |
| **November 2015** | **7** | 4 | 1 | 0 | 1 | 1 | 0 |
| **October 2015** | **9** | 9 | 0 | 0 | 0 | 0 | 0 |
| **September 2015** | **13** | 13 | 0 | 0 | 0 | 0 | 0 |
| **August 2015** | **7** | 5 | 0 | 0 | 0 | 2 | 0 |
| **July 2015** | **4** | 4 | 0 | 0 | 0 | 0 | 0 |
| **June 2015** | **3** | 1 | 0 | 0 | 0 | 2 | 0 |
| **May 2015** | **4** | 3 | 0 | 0 | 1 | 0 | 0 |
| **April 2015** | **5** | 3 | 2 | 0 | 0 | 0 | 0 |
| **March 2015** | **8** | 6 | 0 | 0 | 2 | 0 | 0 |
| **February 2015** | **9** | 9 | 0 | 0 | 0 | 0 | 0 |
| **January 2015** | **21** | 17 | 3 | 1 | 0 | 0 | 0 |
| **December 2014** | **21** | 18 | 2 | 0 | 0 | 1 | 0 |

**2) Thinking about your response to this question, what is the main reason you feel this way?**

**July 2017**

Welcoming reception staff who are always most helpful and patient. Great care from district nurse too!

**June 2017**

I have a lot of confidence in the practice. Everyone is highly professional and I have always received excellent care and support. I would absolutely recommend this practice.

**May 17**

What a lovely surgery. Julie the nurse is exceptional.

**April 2017**

Treated with respect at all times. Helpful and friendly.

Excellent care, friendly doctors. Doctors take time to listen. Can’t recommend highly enough.

**March 2017**

Dr Gold always takes the time to listen to my concerns. She is very thorough, calm and reassuring. I put my utmost trust in her professional skills.

Very helpful and kind. Really cares.

**February 2017**

Very friendly and helpful.

Lovely staff. Very caring. Thank you.

Prescription system much improved recently. Appointment system especially with ‘named doctor’ still haphazard – what constitutes ‘urgent’ need?

**January 2017**

Great care, lovely staff, helpful, supportive. Thank you.

Good response from receptionists – not being ‘grilled’ as to reasons for needing to see GP. No unusually long delays in getting an appointment particularly If able to see any GP. Large waiting room area. Excellent GPs.

Quick appointments. Friendly staff.

**November 2016**

Early appointments available with Practice Nurse. Very useful.

Dr Graham only young but very professional, calm and caring.

**October 2016**

My treatment has been excellent. Have been able to see a doctor at short notice when necessary. Both doctors and staff and friendly and helpful.

Friendly and helpful reception. GPs take time to listen then prescribe if necessary. Appointment booking sometimes a week in advance to see ‘own’ GP.

**August 2016**

Always most helpful and excellent treatment

This is an amazing surgery with Drs and district nurses that are second to none. Receptionists are friendly and do their best to accommodate you when requiring an appointment**.**