**RESULTS OF THE DECEMBER 2023 FRIENDS AND FAMILY TEST FOR THE MASHARANI PRACTICE**

We had 301 patients respond in December 2023 to our Friends and Family Test question of “How likely are you to recommend our GP practice to friends & family if they needed similar care or treatment?

They gave us these responses:

|  |  |
| --- | --- |
| Very Likely to recommend | 234 |
| Likely to recommend | 40 |
| Neither Likely or Unlikely to recommend | 9 |
| Unlikely to recommend | 8 |
| Very unlikely to recommend | 10 |

Meaning 91% of respondents are very likely or likely to recommend us – thank you – with 9% we need to improve.

Some of our patients also left comments on why they gave us these ratings, these are below:

VERY LIKELY TO RECOMMEND:

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| * Polite and helpful |
| * Very professional service |
| * I am very happy with the way I am treated while there. |
| * I received good care. |
| * Because I was very happy with the doctors’ advice |
| * ALWAYS feel I have been listened to, and appreciate being able to discuss treatment. Honest and reliable service. |
| * Very efficient and very thorough. |
| * Polite and efficient staff |
| * Very good have no problem with the doctor |
| * Why do we receive this after every visit made to the doctors. It's not necessary after the first one |
| * Very efficient |
| * Always been a superb service looking after all family. Thankyou 🙂 |
| * Prompt appointment and the doctor listened and understood |
| * Always helpful and caring |
| * Because as always everything was good and efficient |
| * Polite, friendly and professional service, from the receptionist through to the senior doctors. |
| * Always excellent service |
| * Always friendly and helpful |
| * I find the receptionist very friendly and helpful and caring, my Doctor, Doctor Faizi has supported me and helped me 100% Thank you Masharani practice and a merry Christmas and happier new year 😊 |
| * Consistent service, always accommodating |
| * Forever helpful and reassuring |
| * Friendly and apparently efficient service/attention. |
| * Just a great doctors’, led by Dr and Mrs Masharani |
| * Very helpful and reassuring |
| * Excellent service, as usual. Efficiency at its best - from telephone call to appointment. Practice manager could learn to smile, everyone else smiled back and appeared happy in their job. |
| * Always ready to help if they can, very kind people on the desk with advice |
| * Excellent care and communication |
| * All staff are professional, caring and approachable |
| * No problems |
| * Lovely nurse |
| * Service is always top notch |
| * 50/50 |
| * Excellent service |
| * Good service. |
| * I have received excellent service from the practice over the past 26 years. |
| * The nurse was so lovely and so gentle with blood test |
| * Excellent service every time |
| * because I think we get well looked after |
| * You seem to try hard to give customer service |
| * Efficient service. |
| * It is a very good doctor’s |
| * Dr took time & explained various treatments. |
| * The doctors are always pleasant |
| * Always get great service and very friendly |
| * The surgery has always given our family a good service. |
| * Perfectly satisfied |
| * Feel you give your best |
| * Friendly staff |
| * The Masharani practice are always amazing they could tell how poorly I was and got me in, the Doc was brilliant |
| * Good service |
| * Very happy with the doctor I saw and the advice she gave |
| * I was contacted to have my second shingles vaccination, which took place the following day. The receptionist is always so polite and helpful, whilst the nurse who administered the vaccine was very jolly! |
| * Because of the friendly staff |
| * Very efficient and helpful |
| * Always polite. Nurses are great and my appointment was right on time. |
| * Great staff experience, from reception to GP. |
| * All staff are very helpful & friendly |
| * Nurse was very professional yet friendly and put me at ease from the off |
| * Because I think a phone call first is more convenient for me and the surgery. |
| * Because they were very thorough and nice polite |
| * Good service |
| * Very good service and excellent doctors |
| * Very good service and no waiting for appt as there is an excellent filtering system |
| * The Practice is always brilliant. Patients are treated as people and not numbers. |
| * Very knowledgeable |
| * Prompt, timely and courteous service every time |
| * Best doctors in Lutterworth |
| * There’s always a friendly greeting |
| * Because its deserved… |
| * I felt listened to and then given the help that I needed |
| * Great service as usual. |
| * Always friendly and efficient. I’ve never had trouble getting an appointment. |
| * Excellent care |
| * The surgery is very efficient |
| * Prompt appointment given |
| * As about |
| * Attentive and caring |
| * Always good service |
| * All seamless |
| * I have always been dealt with efficiently and with care |
| * First class treatment as always |
| * Pleased with treatment |
| * Because it deserved it |
| * Efficient, friendly & professional service |
| * The service has always been excellent from the Doctors down to the reception service. |
| * Great service from booking appointment, GP professional response and speed of referral |
| * Got to speak to doctor so fast, a receptionist asked about my symptoms of what I had which was COVID |
| * You always do your best to meet our needs and spend the time to talk us through it all |
| * He listened to me over the phone and made me appointment to see him face to face. |
| * Friendly and very helpful surgery staff and doctors. |
| * Very helpful genuine people with a driven passion for the health of the population |
| * You answer the phone and get appointments reasonably quickly |
| * In my opinion the practice is first class 10 out of 10 |
| * Rang for appointment and had one available the same day. Didn't have long to wait after appointment time. |
| * Very nice staff nurses and doctors |
| * Nice and quick |
| * Thoroughly professional and caring |
| * Always very good with their care. |
| * Excellent service |
| * Nurse visit was very nice, explained what she was doing and why and expectations for test results |
| * Good service |
| * Managed to get seen quickly. And felt reassured. |
| * They have been my doctors all my life and I’ve always been happy with them |
| * Always very friendly |
| * Good doctor's |
| * Friendly helpful practice that cares |
| * Was seen on time |
| * Ease of access, friendly staff |
| * Very good service and excellent staff |
| * The doctors and staff are very friendly and approachable, always get you an appointment either face to face or phone appointment - care is excellent 👌 |
| * Honest reflection on our continued very good service/experience at the practice. |
| * helpful and reassuring |
| * Always gives me confidence, |
| * Always seems organised engendering confidence. |
| * Always very helpful |
| * Great service very good staff |
| * I have moved 33 times and you are the best surgery I have been with |
| * Very knowledgeable and helpful |
| * Nurse is always lovely |
| * Good service. |
| * I was listened to |
| * Very pleasant and helpful |
| * Very efficient |
| * Friendly and professional nurse, and receptionist. |
| * Good service. |
| * They are super helpful, friendly and I can always get a suitable appointment |
| * Appointment with nurse running on time and nurse friendly and professional |
| * It’s the best run surgery I’ve ever used. |
| * Very helpful and friendly |
| * Nothing is too much trouble |
| * Dr was incredibly helpful and made sure she had the right information before finalising my prescription, I felt that I was in safe hands |
| * Very efficient and friendly service |
| * On time telephone conversation. Good advice |
| * Excellent service and easy to book appointments |
| * Been with the practice since I was born |
| * Great customer service...provided by...OBVIOUSLY TRAINED, MOTIVATED, colleagues |
| * Honest opinion about the pleasant, focused, sympathetic service by all I came into contact with. Well done, ALL. |
| * Excellent service as always |
| * Prompt good care and attention |
| * Friendly and efficient service |
| * I was treated with respect and understanding |
| * Dr made me feel at ease. |
| * Always had good service from the whole 'team' |
| * Excellent care from doctors & nurses & reception team. |
| * Always able to get an appointment l, brilliant service |
| * Have been in this practice for 30 years since moving up to the Midlands. I’ve always been happy with the service although things aren’t the same since Covid. I was seen promptly and with no fuss. |
| * I thought the experience was excellent |
| * Been with the practice all my life, nearly 51 years. Never had a problem getting an appointment or seeking advice, |
| * Excellent and caring surgery - remarkable team who combine kindness with efficiency |
| * Efficient, always welcoming and helpful. I can get through on the phone easily. No issues. Do wish you would bring back the walk-in thing though! |
| * Quick efficient service |
| * because the Masharani practice is always top quality and I consider myself to be very lucky to be a beneficiary… |
| * Always helpful and make you feel relaxed |
| * Doctor very helpful |
| * Can always get an appointment |
| * Thank you |
| * Quick and easy |
| * Friendly, efficient, knowledgeable |
| * Excellent service always helpful all staff very friendly |
| * Great service, The best Doctors |
| * Nurse was excellent at her job and cheerful too |
| * Because I think it's the best doctors’ surgery around |
| * Good service |
| * Great service very good staff and friendly |
| * You are very compassionate towards your patients, couldn’t wish for better service thanks |
| * The Maharani practice gives an excellent service, very reliable and efficient |
| * I got an appointment on the same day |
| * Very impressed with Doctor Johal. Hope she stays at the practice. |
| * Brilliant Dr Masharani |
| * The receptionist got me an appointment on the day I needed help. The doctor was very thorough, helpful and kind. |
| * Because it was all good |
| * Quick appointment time, friendly and helpful staff. |
| * As always, a first-class service |
| * They are so efficient helpful and kind |
| * Always unhurried consultation and thorough |
| * Doctors are always amazing at this practice |
| * Nurses treating me so friendly and polite |
| * Polite and helpful staff and easy to make a face-to-face appointment with a doctor |
| * I am always able to get an appointment for myself when needed. When my son was born the practice arranged all of his first appointments and vaccinations for me without me needing to contact them first. This was really helpful at what was a tough time |
| * I arrived early for my appointment. Nevertheless, the Nurse still saw me early. She was very kind and explained the process well. |
| * Clear information given |
| * Usually have good service |
| * I can always get an appointment |
| * Very good communication, easy access to treatment. |
| * A1 service |
| * practise is always professional, responsive and pro-active |
| * Quick and easy |
| * Very good |
| * Dr Kumar listened to me and his replies were concise and satisfactory |
| * I’ve always had a good experience with this surgery |
| * Always satisfied with the care you all take thank you. |
| * Very efficient, we were seen on time and treated in a pleasant, professional manner |
| * Very easy and pleasant. |
| * Perfect, smooth and seamless |
| * Good service as always |
| * The receptionist was very professional! |
| * You’re the best |
| * Dr Yasmin is one of the best doctors, this practice has ever had she’s courteous understanding and has been very good for my family. When you need to get something done, she doesn’t hesitate. I could not rate her any higher |
| * Excellent care |
| * Easy to talk to doctor |

LIKELY TO RECOMMEND:

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| |  | | --- | | * Wasn’t sure doctor really listened to my problems | | * I always find everyone kind and caring. | | * Had lost confidence with the health centre in recent years | | * Helpful | | * A little bit of feedback re communicating to waiting patients. If the surgery is running behind schedule, please tell us! | | * Historically good care. Not sure now | | * The guy on reception should be a bit more helpful and maybe put a smile on his face. | | * Prompt polite attention | | * I’m happy with the services | | * Because good people and service | | * Very caring staff. Always ready to help. | | * Sometimes it’s good, and sometimes it’s not so good | | * The best available unfortunately | | * Always manage to get an appointment when required. Your Covid vaccination program was first class. | | * Doctor very good, very direct. But seem to always see someone new | | * Very attentive and interested | | * I didn’t have to wait long and my questions were very well explained. | | * Got the answers I need to know | | * Efficient and friendly and doctor listened to me. | | * I was asked to go for a blood test, when I arrived, I was asked if I had brought a urine sample. That was the first time it was mentioned. I complied later in the day, | | * Generally good Dr's and nice staff. | | * I’m happy with the service | | * I’m becoming a little unsure about some things at the surgery | | * The friendliness of the staff | | * Polite and efficient | | * I’m happy with the service | | * The doctor was punctual. Didn’t keep me waiting too long and was clear about her recommendation. | |
| NEITHER LIKELY OR UNLIKELY TO RECOMMEND:   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | |  | | --- | | * Still not happy how you run the surgery. It was a lot better 15, 10 even 5 years ago. | | * On balance I think the practice is probably on a par with most primary care surgeries in the UK. Better than some that I have to deal with. This is not a glowing endorsement, but is reflective of the state of the NHS overall. As a family our needs are pretty minimal, and generally when we get in front of a HCP, they are fulfilled. However, getting appts is difficult and I find most of the reception staff to be inattentive, unwilling to help, and rather patronising. Follow up from bloods/samples and scans is inconsistent. There does not seem to be a process to continue to investigate to get to the bottom of an issue unless it is pressed by the patient/family. I have never once been seen for an appt on time. So, not a great level of service, but sadly no worse than any other practice I have come across. | | * The last doctor I’ve seen twice and find her very rude and belittling | | * Although I had a satisfactory appointment with the GP the follow up experience was less than satisfactory, one item prescribed was not available at the pharmacy who emailed this situation to the practice. 8 days later after shuttling between surgery and pharmacy several times it transpired that an alternative item was available over the counter, however no one from the practice bothered to inform me of this. | | * The staff are amazing, kind and helpful but the management are rude and above themselves | | * Unwelcoming/helpful at reception. | | * Terrible bed side manner | | |

VERY UNLIKELY TO RECOMMEND:

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| * GP said to make follow up appointment at front desk. Front desk would not make the appointment. |
| * Because the standards of NHS services including GP surgeries are lower and lower. No issue looked at properly, different doctors dealing with patients with no knowledge of medical history and we seem to go under the same circles over and over again. |
| * The doctor I saw on 1/12/23 was completely nasty and dismissive of my problem, made me feel stupid for something which has caused me a lot of anxiety over the last year. Very condescending and completely unprofessional, after speaking to friends and family I have discovered she is like this with everyone and they have complained too yet, evidently nothing has been done about this. I am seriously questioning changing practices because of this incident. |
| * Because some of your receptionists are rude and the doctors have no time for you |
| * Our dementia assessment was very poor, didn’t even meet with patient, just spoke to the staff at the care home and left! I am absolutely fuming as her POA I made a special trip to attend this consultation |
| * You reminded me of an appointment that didn’t exist on Saturday when I got there it was closed |
| * All advice is “go to the chemist” |
| * The receptionist was very rude. |