**RESULTS OF THE FEBRUARY 2024 FRIENDS AND FAMILY TEST FOR THE MASHARANI PRACTICE**

We had 44 patients respond in February 2024 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 | 34 |
| Likely to recommend | 7 |
| Neither Likely or Unlikely to recommend | 1 |
| Unlikely to recommend | 1 |
| Very unlikely to recommend | 1 |

Meaning 93% of respondents are very likely or likely to recommend us – thank you – with 7% 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:

|  |
| --- |
| * Always professional and give patient confidence |
| * My visit to the doctor was very efficient and helpful |
| * Because they are very hard working and always professional |
| * Excellent service from the whole team |
| * Efficient, helpful appointment |
| * I have always been dealt with efficiently and politely. |
| * Contact exactly as planned. |
| * Also been a caring practice, love the reception staff, so helpful!!! |
| * Because they are friendly and knowledgeable |
| * Professional and constructive telephone appointment which resolved all my queries |
| * Always very helpful and understanding |
| * Because I think that the phone call first is the best way to go. As you’re not wasting anyone’s time sitting in the doctors waiting room and things can get done quicker |
| * Excellent atmosphere |
| * Professional, friendly staff, excellent doctors and swift appointments. They have all helped me and my family enormously; going above and beyond wherever possible. Thank you |
| * Efficient face to face services |
| * I’ve been with the practice for 20 years and never had a problem |
| * Easy to make an appointment and didn't have to wait too long to see a doctor. |
| * Very professional, friendly, really looks after the welfare of the patients |
| * Helpful Doctors and staff, well organised waiting room, without it being full of waiting patients. |
| * The GP service is excellent. |
| * My partner is the second generation of her family to be patients at the Masharani surgery. Like me, their experience has always been positive. The staff are friendly and attentive and do a great job of triaging patients on the phone. All the nurses and GPs have a high standard of professional conduct and communicate clearly about their diagnoses. |
| * As always very efficient, professional and friendly giving you confidence |
| * Always got an appointment on the day I ring; staff are really friendly and helpful |
| * Worth it |
| * Was seen quickly and professionally |
| * Easy and on time appointment |
| * Been patient since 1980 very happy with service provided |
| * Thorough examination. Reassuring |
| * Great practice |
| * Helpful and understanding |

LIKELY TO RECOMMEND:

|  |
| --- |
| * Very friendly and helpful |
| * Very nice doctor who listened to me |
| * I was dealt with by a friendly polite doctor who took the time to explain in detail my issue and reassure me. |
| * Very helpful and easy to book |
| * Once you actually get to see a GP, they are all very helpful |

NEITHER LIKELY OR UNLIKELY TO RECOMMEND:

* I had a poor experience for my second cervical screening

UNLIKELY TO RECOMMEND:

* Changes have meant the practice is less of a family doctor and more of a business maximising profit. I’m left with a feeling that treatments will only be recommended if they are profitable for the practice. What used to be routine and precautionary now needs severe symptoms for treatment.

VERY UNLIKELY TO RECOMMEND:

* Had to wait 1 hr past appointment time and patients arriving after me saw my Dr before me