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

We had 503 patients respond in October 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 | 381 |
| Likely to recommend | 69 |
| Neither Likely or Unlikely to recommend | 28 |
| Unlikely to recommend | 14 |
| Very unlikely to recommend | 11 |

Meaning 90% of respondents are very likely or likely to recommend us – thank you – with 10% 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:

|  |
| --- |
| * Everyone was helpful and pleasant
 |
| * I have always been treated in a professional but friendly manner at this GP surgery
 |
| * Always pleasant and curious and efficient
 |
| * Efficient, professional attention.
 |
| * Very efficient especially with vaccinations
 |
| * Everything went smoothly with my appointment. Staff were helpful, pleasant and respectful.
 |
| * Pleasant staff, efficient service, as always.
 |
| * Very quick and efficient service
 |
| * You have been consistent in your care and approach for 25 plus years towards or family.
 |
| * I consider that ALL PATIENTS receive a courteous, skilled medical service, with the odd bit of laughter from staff members also.
 |
| * Good service and regularly I get updates and reminders for my appointments, reception n staff is very helpful, thank you
 |
| * Always found staff helpful
 |
| * Always good care and attention
 |
| * Courteous
 |
| * Professional & efficient
 |
| * Excellent practice, efficient and helpful. Always feel listened to and medical issues dealt with promptly. Friendly too.
 |
| * Feels like a caring practice, receptionists always friendly and accommodating, appointments are nearly always available, and GP's on the whole actively listen to your concerns
 |
| * Listened and helped me
 |
| * Good service
 |
| * Always friendly & efficient staff. Can always get an appointment either phone or face to face
 |
| * Complete satisfaction from all staff
 |
| * Full confidence in surgery staff
 |
| * Confidence
 |
| * Totally happy with services provided.
 |
| * Very professional
 |
| * No Complaints
 |
| * Helpful receptionist during booking and Dr Lucas was really thorough. I felt she really listened, and did all she could to move to a diagnosis with further tests scheduled
 |
| * Always been satisfied with the service
 |
| * First class service
 |
| * Good service
 |
| * Whilst I try ink the surgery should start open morning surgery again, the appointment was offered relatively quickly. The doctor I saw was brilliant, and I receive a much better service than with a previous doctor at the surgery. My referral was done whilst I was waiting and the appointment for that referral arrived by text before I made it home.
 |
| * Always get seen within a reasonable amount of time and get the help need.
 |
| * Everyone is always friendly
 |
| * Prompt and courteous service
 |
| * Excellent service as usual
 |
| * Been with you for 30+ years
 |
| * Was on time and didn't wait for an appointment
 |
| * Had a lovely friendly nurse, who made me feel very at ease.
 |
| * They have always been there for us as a family.
 |
| * Very careful Dr though and professional
 |
| * Very professional, great communication always friendly and accommodating
 |
| * The surgery including both admin and clinical staff are very helpful. They are willing to be flexible and help with out of ordinary time frames and are always willing to work with patients to ensure their needs are met
 |
| * Because I've always had satisfaction when visiting.
 |
| * The practice is organised and friendly as you enter with an easy ‘waiting line’ system. I had a blood test - the nurse was friendly, made me feel at ease and the process was so quick and easy.
 |
| * I always get spot when I want and see the doctor promptly. I like the fact that the reception staff recognise me when I attend. I think the service is excellent
 |
| * Always professional and helpful.
 |
| * Bang on
 |
| * As always promptly got an appointment. Always made to feel the right decision was made for me.
 |
| * Good patient care
 |
| * Request speedily dealt with
 |
| * Completely reassured
 |
| * I’ve always found everyone so pleasant and helpful.
 |
| * Easy, helpful, thorough, kind, wonderful nurses, pharmacist, doctors and office staff.
 |
| * Good patient care
 |
| * Every one very helpful and kind
 |
| * I had only just sat down when I was summoned to the practice nurse.
 |
| * I saw Dr Johal yesterday and she was lovely very understanding and supportive.
 |
| * The doctor was excellent and the appointment was on time.
 |
| * 3 Generations of Masharani’s have kept me alive all my life so far!
 |
| * Very good with people
 |
| * Very efficient
 |
| * Always helpful. Remains patient centred in these difficult times
 |
| * Best treatment
 |
| * From the Reception to Dr availability, we have been looked after very well.
 |
| * Because I am very satisfied with my treatment also staff are very kind
 |
| * Always been dealt with promptly and courteously.
 |
| * Good service.
 |
| * Always take care of my medical needs in a friendly professional way.
 |
| * Always find the staff at the surgery very helpful and professional.
 |
| * Excellent response to enquiry
 |
| * Because I'm very satisfied with the doctors and the staff at the surgery and the help they provide
 |
| * Helpful efficient timely knowledgeable kind
 |
| * The Doctor was exceedingly helpful with a positive diagnosis that should result in a cure.
 |
| * The care and attention made me feel at ease
 |
| * Dr Lana was excellent
 |
| * I am in hospital where I needed to be, thank you.
 |
| * Wonderful service
 |
| * Very attentive and thorough doctor
 |
| * Quick and efficient
 |
| * Efficient
 |
| * All went to plan without delay
 |
| * Well-organised with friendly and helpful staff
 |
| * Quality of service and availability of appointments
 |
| * Always seen when needed
 |
| * Very professional and friendly
 |
| * Superb service
 |
| * Excellent treatment
 |
| * Very professional and helpful.
 |
| * An excellent practice
 |
| * Very well organised, caring and totally trust Dr Lucas, who is very efficient and thorough.
 |
| * Always good and beyond expectations
 |
| * I have been with the practice for over 23 yrs and always had excellent care. Appointments are always available. The reception team are so organised that they call you to book appointments. This is unheard of.
 |
| * Covid and Flu jabs arranged very efficiently, good reminders and straight through for jabs
 |
| * Excellent care from all staff at the practice. Since I took unwell 7 years ago doctors & nurses plus admin have looked after my health which is much appreciated.
 |
| * Pleasant efficient caring staff from the top down.
 |
| * Because you are always very efficient and helpful
 |
| * Years of experience, friendly
 |
| * Excellent, Prompt as always
 |
| * Very polite and efficient.
 |
| * Very happy with the service that I received
 |
| * Friendly, understanding absolutely brilliant
 |
| * My husband and I love this surgery, always so polite, all staff and doctors very friendly and understanding of each individuals needs
 |
| * My family and I have been with you for many years and have always been happy.
 |
| * Very helpful staff. Very efficient
 |
| * Been with practice 40+ yrs - no complaints.
 |
| * No fuss in and out very quickly
 |
| * Efficient
 |
| * It’s a great practice!
 |
| * Always excellent service from greeting through to treatment.
 |
| * Honest response to your straightforward question.
 |
| * Old fashioned doctor values of caring, listening, supporting and healing, and never bothered about referring to a specialist if they feel further investigation would help.
 |
| * Everyone was helpful and supportive.
 |
| * Quick and easy no waiting
 |
| * Because I have been with you for more than 50 years
 |
| * Fantastic family practice who go above & beyond
 |
| * Very good doctors
 |
| * Nice staff
 |
| * Excellent service
 |
| * It is a caring professional, friendly practice, the best doctors practice that I am very gratefully relieved to find, as we have only been in Lutterworth for just over a year, and you have looked after me and my partner Dave, above and beyond what we received in the doctors practice we used to attend in Atherstone
 |
| * All staff very helpful
 |
| * Always fabulous care
 |
| * Very friendly medical staff
 |
| * Go listened and answered all of my concerns
 |
| * Doctor was extremely thorough with issues raised
 |
| * I have always had excellent treatment from your practice
 |
| * Caring & excellent GP experience
 |
| * Excellent efficient thorough service
 |
| * Good service
 |
| * Your vaccination clinics were excellent
 |
| * Always get through quickly on the phone. no long waits to get seen
 |
| * Overall, the practice offers a very good and speedy service.
 |
| * I've been a patient at this practice for many years and have always find that they are very good qualified practitioners.
 |
| * Good service
 |
| * I am happy with the medical centre.
 |
| * The help I received was very helpful and enabled me to see what the next steps are that need to be taken. Which was all down to the Doctor I saw who listened and understood.
 |
| * Very good no problem
 |
| * We never had a problem with our GP practice. Always find the staff extremely helpful.
 |
| * Efficient & accessible
 |
| * As always, friendly & helpful
 |
| * Always a pleasure when seeing the nurses and indeed the practice in general
 |
| * Very helpful doctor
 |
| * Very friendly receptionists and caring doctors
 |
| * Excellent practice
 |
| * Have always found this surgery very good. Doctors are polite and do listen.
 |
| * Always good service
 |
| * Can speak to somebody quickly and easily and get appointments in a reasonable time frame. Genuinely feel like you are cared for.
 |
| * Good customer care
 |
| * Prompt and professional opinions given
 |
| * I was very satisfied with the service
 |
| * I've never had a problem with this surgery
 |
| * A very good practice 👌
 |
| * Sterling service cheers
 |
| * Your practice cares for people as a person, not like the way some practices operate, I speak from experience!!
 |
| * Excellent care and got an appointment same day
 |
| * Very efficient
 |
| * Very happy with the service
 |
| * Excellent caring service
 |
| * Because I was recommended your surgery by a friend in the first place and I have been happy with everything ever since
 |
| * Friendly and efficient
 |
| * Because as usual very happy with my treatment
 |
| * Because I have never found anyone at the practice less than friendly and helpful.
 |
| * I can always get an appointment if needed the surgery is open 8am - 18:30 and this means I can phone when I need to. The surgery is always clean and tidy and I feel they ask the appropriate questions.
 |
| * Fast and efficient
 |
| * Dr Lucas is amazing
 |
| * Exceptional service for my family for over 50 years, thank you
 |
| * Professional and friendly service
 |
| * Staff so friendly and helpful and I always feel at ease going to the Masharani practice always recommend to friends to go there
 |
| * Very good doctors
 |
| * Always patient and kind towards any enquiries made by patients which makes a refreshing change in today's society.
 |
| * Can always get an appointment, all surgery staff are friendly and patient.
 |
| * Good information
 |
| * Friendly, take time to talk about what you are doing/ thinking during examinations and you actually get things done!
 |
| * It's true..
 |
| * Easy to get appointment. Doctor was very attentive.
 |
| * The nursing care has been absolutely brilliant
 |
| * All ways look after
 |
| * Actioned the reason I visited the surgery with some follow up investigations arranged
 |
| * Seen on the same day
 |
| * Because the Dr was very thorough and went well over the allotted time to explain the results of tests and clarify the problems associated with the heart problem
 |
| * Same day appointment professional and caring doctor
 |
| * The staff are all friendly and helpful, I’ve always liked any doctor that I’ve seen, and the system for booking appointments works for me. The surgery has always been on top of inviting me for vaccinations in light of my being Coeliac
 |
| * I received a satisfactorily explanation
 |
| * Can always get to speak/see a doctor when required
 |
| * Always good service
 |
| * Doctors more than willing to go over and above
 |
| * Friendly, organised care
 |
| * My appointment was for 09:14. I got there at 09:00 and they got me straight in excellent service
 |
| * Always try to put the patient first
 |
| * Never a problem
 |
| * Best GP surgery in the country, I have been a patient for 30 yes and I love the little personal touches (soon to be 3 generations of Dr Masharani's) nothing is too much trouble, even in these trying times.
 |
| * Always able to get appointments and fast service
 |
| * Listened well, very professional with good advice
 |
| * Very efficient
 |
| * Very efficient & helpful staff.
 |
| * Dr Faizi Top Doctor
 |
| * Excellent service. I am always able to get an appointment and the staff are so friendly
 |
| * No fuss, no long wait, helpful staff!
 |
| * Very good service and the doctor was attentive and showed concern.
 |
| * I have always had an excellent service
 |
| * Very good practice
 |
| * You are amazing
 |
| * Very friendly efficient surgery and team
 |
| * I've been with this practice for over 20 years and the GP have been very good to me.
 |
| * Efficient
 |
| * No complaints
 |
| * Very efficient practice
 |
| * How quickly they saw my daughter, and calls next day checking how she is doing, is amazing, going out his time to ring to see how she is.
 |
| * As always, good and efficient.
 |
| * The nurse I saw was amazing she took bloods quickly and painless she was very understanding and helpful.
 |
| * Prompt and polite attention
 |
| * The Doctor who I try to have an appointment with is lovely. I’m not given her name so I can get appointments still
 |
| * Efficient and welcoming
 |
| * Listened and was helpful
 |
| * Was seen on time. Easy to book appointment
 |
| * Nurse was friendly, efficient and helpful. Very professional
 |
| * Always had good service from the various departments.
 |
| * Very good service and excellent staff
 |
| * Very accommodating, helpful & good care
 |
| * Excellent service
 |
| * Excellent advice and friendly environment
 |
| * Very good service
 |
| * Friendly
 |
| * I always feel listened to.
 |
| * Always very good at solving any illnesses I’ve had in the past and been my doctors for over 60 years
 |
| * Excellent service
 |
| * Always happy with treatment, care and advice given
 |
| * NHS seems to be getting harder to achieve appointments etc but I’ve never had any problems with my surgery
 |
| * Professional & efficient
 |
| * Positive communication
 |
| * Because the Dr's and dedication of all the staff being friendly makes a big difference.
 |
| * Very professional
 |
| * My doctor was lovely, she listened and looked back through my notes and was understanding
 |
| * The doctor very helpful and good service
 |
| * Because you always get treated very well
 |
| * Very good visit. Very Thorough
 |
| * Friendly and efficient team
 |
| * Very efficient surgery
 |
| * Always very friendly
 |
| * Just did
 |
| * Efficient and effective
 |
| * Dr was lovely who we saw
 |
| * Readily available appointment, very friendly efficient staff, short waiting time, excellent service from doctor
 |
| * Very friendly to my baby
 |
| * Have already done so. Good GPS
 |
| * Felt VERY cared for and listened to
 |
| * Staff always eager to help out
 |
| * I had an early/soon appointment, following my request and the next step with my issue has been indicated and I will follow up with action. I am very happy that I have been guided to the next stage for my particular issue.
 |
| * Dr listened to problem gave advice after examination
 |
| * Always been available to me
 |
| * Supportive, friendly welcome by front office staff and subsequent fine diagnosis/guidance on next steps, from subsequent professionals, in the practice. KEEP UP THESE FINE STANDARDS, PLEASE
 |
| * Seen promptly by a lovely GP
 |
| * This GP practice is accessible and provides services in a timely manner.
 |
| * Information provided, x- ray quickly arranged, provided on time. Follow up phone call from outside referral unit didn't occur in spite times given. Postal letter arrived sooner.
 |
| * Very Happy with the care given throughout the surgery.
 |
| * Great
 |
| * Because as usual the doctor I saw was asking how I was managing the pain levels ie what medication I was taking, was it effective then told me why I shouldn't be taking one of them long term. She then went on to say why. She really was helpful and gave advice as to a better way to achieve and relieve my symptoms. No complaints from me, very good service. 👍
 |
| * Very happy with everyone in surgery
 |
| * Very friendly, Easy to get an appointment.
 |
| * Excellent service, staff always professional and helpful
 |
| * Prompt, efficient care.
 |
| * Dr asked problem discussed together
 |
| * Service provided (flu & covid inoculations) thorough and efficient.
 |
| * Always been very good and helpful
 |
| * Again, excellent service
 |
| * The doctor that I saw showed me compassion and care about a very sensitive matter. All questions were answered and I was listened to when giving information back to them. I would certainly recommend this practice.
 |
| * Always friendly and helpful
 |
| * Good doctors
 |
| * As always, your service is 1st class. We are so fortunate to be with you.
 |
| * Always putting the patient first, and very efficient.
 |
| * Every time I visit the Practice I receive excellent treatment.
 |
| * I was well looked after.
 |
| * Never had a problem.
 |
| * Felt understood and listened to
 |
| * Always get good results from visits.
 |
| * The most attentive Doctors I have ever had.
 |
| * Politely greeted by the male receptionist, discreetly asked my details, directed me to where I needed to be. Very professional and polite. The actual appointment was very productive too. It’s very reassuring when someone engages with you and makes eye contact before accessing their computer screen. Nothing was too much trouble for the receptionist or the practitioner. I left the appointment feeling I had been listened to and that my symptoms had been taken seriously and treated appropriately with a clear follow up plan. Very happy with the Masharani practice.
 |
| * Always able to get an appointment if necessary and to be able to get through on the phone. Prompt referral made to place of choice when needed
 |
| * A quick, prompt and professional service
 |
| * I am always happy with the care I receive
 |
| * Very pleasant and friendly.
 |
| * Seen on time
 |
| * To have a review on the medication you take it is something that my family or friends would also like to be looked after with their medication the same as myself.
 |
| * Because you ask me to
 |
| * Nurse was great
 |
| * When requesting to see a GP I was seen in a timely fashion and received excellent care and information at my appointment
 |
| * Can always get seen or an appointment within a short amount of time
 |
| * Fantastic service to my family for over 50 years
 |
| * Very efficient and friendly staff.
 |
| * Excellent treatment
 |
| * Everything was fine time etc
 |
| * The surgery and doctors give excellent service
 |
| * Excellent people.
 |
| * Everyone is friendly and helpful.
 |
| * The nurse was very polite and nice
 |
| * Care, friendliness and expertise of staff
 |
| * Because I have been at this surgery for many good years
 |
| * Very helpful and courteous on the telephone
 |
| * A good visit again with good results.
 |
| * Very helpful and make you feel at ease with the professionalism
 |
| * No problem when attending the surgery staff, very polite and doctor very helpful
 |
| * Helpful advice
 |
| * The GP shows great compassion for my situation, and gave me clear and concise information in a way I could understand
 |
| * A highly professional and caring service
 |
| * Brilliant telephone and reception service, great team of doctors and nurses. Excellent communication and response to any issues or inquiries.
 |
| * Always helpful
 |
| * I have always given a great service
 |
| * Same day appointment, Dr Lucas was fabulous
 |
| * Good service
 |
| * Happy with how efficient my visit was and not kept waiting for long
 |
| * Efficient and friendly
 |
| * Because I find all staff extremely helpful.
 |
| * Always superb.
 |
| * The reception team, doctors are lively and usually so are the nurses - unfortunately on this visit the nurse had got out of bed the wrong side
 |
| * Good service.
 |
| * The doctor was excellent.
 |
| * Doctor was very good, listened and went through problem with time to explain
 |
| * Everyone is always very helpful and efficient
 |
| * Always found the practice to be efficient and a good experience.
 |
| * Brilliant surgery, thank you.
 |
| * Very impressed with the service so far 🤞
 |
| * The nurse had a great ‘bedside manner’ and was kind
 |
| * Efficiency
 |
| * Quick professional service
 |
| * GP very informative
 |
| * Appointment on time as requested
 |
| * I receive excellent care and help
 |
| * Doctors are the best. Pity support staff are so bad with communications
 |
| * The Masharani practice is friendly and efficient, the appointments are easy to book and you are seen quickly.
 |
| * Very efficient friendly staff
 |
| * Friendly, kind and knowledgeable doctors
 |
| * Because you are very compassionate and understanding
 |
| * Good
 |
| * Efficient, short wait and personable doctor.
 |
| * Very professional
 |
| * Always good service
 |
| * Clear communication and prompt appointment
 |
| * Professional and welcoming
 |
| * You have always given efficient, friendly and wonderful care and brilliant treatment
 |
| * Because I am very happy with the care that I receive
 |

LIKELY TO RECOMMEND:

|  |
| --- |
| * The service is not 100%
 |
| * I’m satisfied with the staff and Drs
 |
| * Great help from doctors and nurse when needed and reception
 |
| * Likely, if we get new friends in the village.
 |
| * It was in between the time stated
 |
| * Satisfied with the doctors and staff.
 |
| * Efficient
 |
| * 4 of 5
 |
| * Nurse was on time and efficient for flu jab.
 |
| * No other experience
 |
| * That is what I think.
 |
| * The doctors listen and take time friendly and make you feel at ease. The reception staff listen and are helpful
 |
| * Came for a covid vaccination on Saturday. Reception staff lovely and friendly. As were the staff outside the building. Two ladies giving the vaccination were a bit preoccupied with the computer. Very little interaction. No direct contact. More interested in the previous patient. Who they named! GDPR!! Efficient but not friendly!!
 |
| * The practice is not perfect but no worse than the others on offer.
 |
| * The Masharani practise is always very helpful and understanding, the receptionists are always welcoming and organised and the doctors are mostly always good listeners, thorough and give you advice followed by best options of treatment. Giving you the choice to choose best for yourself.
 |
| * Happy
 |
| * Dr listened to me, made me feel heard and actually made an effort to support my request.
 |
| * Not asked but if I was, I would recommend
 |
| * Because you’re generally a good GP practice, maybe ask receptionist to not be so rude and repeatedly ask what is wrong and what part of the body is affected
 |
| * Got an appointment within a few days.
 |
| * The receptionist was very helpful, the appointment was on time and the nurse who dealt with me was very kind and helpful
 |
| * I came for flu/Covid jab I was in and out for maybe 6mins. The nurse was very pleasant.
 |
| * Dr Masharani called me around 09.25 I couldn’t talk as I was with customers, he said he would call me after lunch but there was no call
 |
| * Nurse was nice and pleasant.
 |
| * Test could be undertaken faster!!
 |
| * The treatment was on time and efficient.
 |
| * Not had the best experience but last experience was good so hopefully this is a positive.
 |
| * The appointment was easy
 |
| * I have been happy with the practice so far
 |
| * If someone asked me, I would recommend the practice
 |
| * Trying to make an appointment is obstructive
 |
| * I’m happy with it
 |
| * When we visited yesterday there was some confusion. The systems were down and the Dr had the wrong patient details up. Regardless of the confusion the Dr still saw us.
 |
| * All staff are very helpful and I'm always seen promptly.
 |
| * Good surgery however Dr are always late, if patient was 15 minutes late, we wouldn’t get seen but we are expected to sit over 15 minutes sometimes without an explanation of Dr running late. Otherwise, good Dr
 |
| * The nurse was lovely.
 |
| * Dr was quite rude
 |
| * Usually, a very good service and able to get appointments when needed.
 |
| * Always feel like I could have more time to talk about the issues. You’re told to come and see a doc if anything is wrong but then you’re rushed. I got what I needed fundamentally and I know the time constraints are everywhere but you do feel just like a number
 |
| * The Dr was 20mins late for my appointment time but when I did see her the service was good.
 |
| * Good service
 |
| * It reflects my opinion.
 |
| * Always professional
 |
| * Because Dr Masharani was very helpful
 |
| * They follow up on things
 |
| * Good all-round experience.
 |
| * Lovely friendly nurse, put me at ease immediately
 |
| * Very good
 |
| * Because I generally find dealing with you easy and straightforward when dealing with a human being. When contact such as telephone appointments are undertaken, I find the experience less satisfactory but I do understand why they are used.
 |
| * It's a fair assessment.
 |
| * Mostly had good advice and treatment
 |
| * Professional service
 |
| * I like the surgery the people are nice.
 |
| * Dealt with quickly and politely
 |
| * Well, they could live far away from it
* I would have said, very likely, but I am not always able to see the same doctor for follow up appts. Having said that, all the doctors, nurses, other medical staff and the office staff are excellent. Admin very efficient. Always been helpful and kind to me. Thank you. The doctors and staff are very good.
 |

NEITHER LIKELY OR UNLIKELY TO RECOMMEND:

|  |
| --- |
| * Been really messed about with blood samples, no one seems sure of what to do, definitely more communication needed
 |
| * Waiting time is too long
 |
| * Hard to get appointments and wait time is too long at surgery
 |
| * Unhappy that I booked a blood test and had an asthma check without consent. Yet when I tried to mention two issues in apt was directed to the door, would suggest consistency in Policy
 |
| * The issue that I had asked about 3 times had not been resolved as I had expected, but the nurse did sort it out eventually and has always been very helpful
 |
| * I thought the receptionist could have shown more empathy to the elderly patients I saw in the surgery.
 |
| * Frustrating not being able to have continuity with doctors
 |
| * I feel general practice has lost so much. I understand things change, but the fact that I can be asked by the GP, in the same building, to make an appointment, only to be told by reception to phone the very people sitting behind him and then for his eyes to go back to the computer screen in front of him, seems such stupidity. This surgery prided itself on 'personal' 'quality' 'care'... now I feel more and more it’s just one of many other surgeries available. There are still QUALITY staff there, and the GP I saw is absolutely wonderful.... It’s just such a shame to feel I'm just one of a number now, interrupting a day....
 |
| * Because I didn’t get to speak to a GP and after a number of abnormal results on various tests, I think there should be a face-to-face appointment not a telephone appointment.
 |
| * 20 mins waiting time.
 |
| * No continuity with doctors. Luck of the draw which doctor one gets.
 |
| * I don’t think the Masharani practice is as good as it used to be, have considered moving over to the Wycliffe one several times
 |
| * I found the doctor just read off screen and not doctoring
 |
| * The Doctor who saw me was worse than a complete waste of time
 |
| * I had an arrangement for dressings with the nurse This appeared to annoy the receptionist. Who runs the medical care side of things?????
 |
| * Not happy with current level of care,
 |
| * Both good and bad experiences.
 |

UNLIKELY TO RECOMMEND:

|  |
| --- |
| * Uncaring unhelpful. Receptionists are very unhelpful. Lack of empathy. And as for having to ring for appointments now instead of face to face, shows how even more distance they are putting between patient and doctor
 |
| * From my recent appointments I’ve come away very confused and without any answers. I’ve seen different doctors with different answers and it also shows me there is little communication between them or on my records. It’s impossible to get an appointment. Telephone appointments seems pointless as they have to go away and speak to a consultant and then no reply. Lack of communication
 |
| * It always feels like admin don't communicate with doctors and vis versa. One admin staff told me that my prescription would be ready when "the doctor got round to it...sometime next week"
 |
| * Long wait time. No treatment given
 |
| * Drs seem disinterested and often misinformed
 |
| * Doctor was clueless and unhelpful, didn’t run any tests and seemed to Google course of treatment. Didn’t ask any questions to ensure what I suspected was true. Will be asking for a second opinion if treatment doesn’t work
 |
| * The unprofessional way I was treated by telephone/receptionist
 |
| * I was asked to make telephone apt and then gp said I needed face to face wasting my time and theirs
 |
| * Service levels have gone down significantly over the last 2/3 years
 |
| * A total lack of communication by someone. Nurse said I could have a typhoid jab at the same time as my shingles jab and so I booked an appointment for both myself and my husband, though my husband didn't need a shingles jab. However, when we went into the nurse, she explained you don't do typhoid jabs and in fact she had me down for shingles, plus a thyroid blood test (which I didn't need!). My husband was down for a thyroid test too, which he also didn't need! So, it was only a shingles jab for myself and my husband didn't need to come in at all. The nurse said someone misheard typhoid and put down thyroid, but why did no one question it? It would be very odd for both me and my husband to need a thyroid jab at the same time?! I quite understand why you don't give typhoid jabs, but why were we told we could get them on the NHS?
 |
| * 1.5 hour waiting with a booked appointment
 |
| * Unhappy with one of doctors
 |

VERY UNLIKELY TO RECOMMEND:

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| * Rude staff, being lied too
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| * During every visit to the Masharani practice I have had between a 45 minute - 1 hour wait for my appointment. Every other surgery I have been to are able to see you at exactly your appointment time or a few minutes after. It seems like there is a management issue that could easily be rectified. I suggest you contact other GP surgery’s including your neighbour in the same building to see how they manage to see patients on time rather than keeping them waiting for unacceptable times including children
 |
| * Appointments are never on time and long waits!
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| * Crap service, go pharmacy before asking Dr
 |
| * You asked me to come in to have some bloods done but got told I had the same bloods done in September so I didn’t need them done again so soon.
 |
| * The service is very bad and the staff have an attitude.
 |
| * Booked phone apt received text saying not attended no missed call
 |
| * Lack of communication
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| * I don’t know anyone that is looking for a practitioner
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