

The Old School Surgery ~ Friends & Family Test October 2017

The number of responses to the Friends & Family Test question:-

How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?

17	Number of Responses
88%	Extremely likely
7278	Practice List Size

Responses were received via the following methods:-

18%	Website
82%	Paper Questionnaire

COMMENTS:-

The current telephone system is like something from the 1980s!! This morning I tried to call from 8am until 8.35am. As I was calling from a mobile I calculated that it had took me nearly 80 redials over a 35 min period before I finally got through to someone!! There is no options to join a queue just a constant engaged tone! To top it off when I did get through I was told that the surgery was closed this afternoon for training!! A simple automated msg could have informed me of this from call number 1 as opposed to call number 80!! Overall this is a very unsatisfactory and outdated way of trying to contact the surgery! It adds stress to people who are already feeling unwell.
Great surgery. Good work!!
All OK for me

Number of Responses

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
Handwritten	13	1	0	0	0	0	14
Website	1	0	0	2	0	0	3
Total	14	1	0	2	0	0	17

Response Category

Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know
14	1	0	2	0	0
15 = 88%					

Collection Method

Handwritten	Website
82%	18%

