

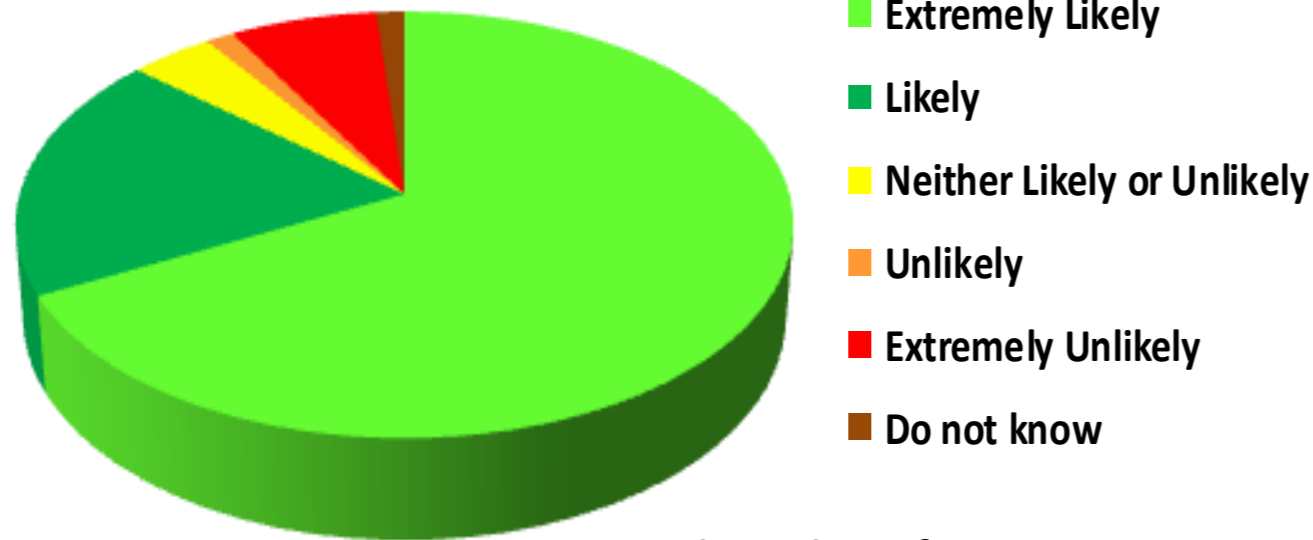


The Friends & Family Test

Great Western Surgery Patient Participation



How likely are you to recommend our GP practice to friends & family?



Total number of responses: 298



Your comments about Great Western Surgery

- The staff always do their best to help you. Sometimes going above and beyond what they need to.
- Friendly caring staff that treat you as an individual.
- My family and I have been patients of the Great Western Surgery for many years and have always had excellent treatment.
- Fantastic doctor. Friendly and knowledgeable. Appointments running on time. Clean surgery. Helpful admin staff.

You said:

Would be nice to have mags to read while waiting to go in

Our response:

Unfortunately magazines can spread infection and this is why we have an electronic noticeboard in the waiting room.

You said:

Not enough full time doctors, too many locums

Our response:

We only use locum doctors when staff are on holiday or sick so we don't have to cancel clinics.

You said:

The service is good but I had to wait almost a month for an appointment, which I wasn't happy about. The surgery needs more doctors!

Our response:

There is a national shortage of doctors and nurses, however waiting times would be reduced if patients cancelled their appointments so they could be given to others, instead of just not turning up and wasting them.

Thank You