

Friends and Family Test December 2019

Breakdown of figures

354 Patients said they would be extremely likely to recommend the Practice.

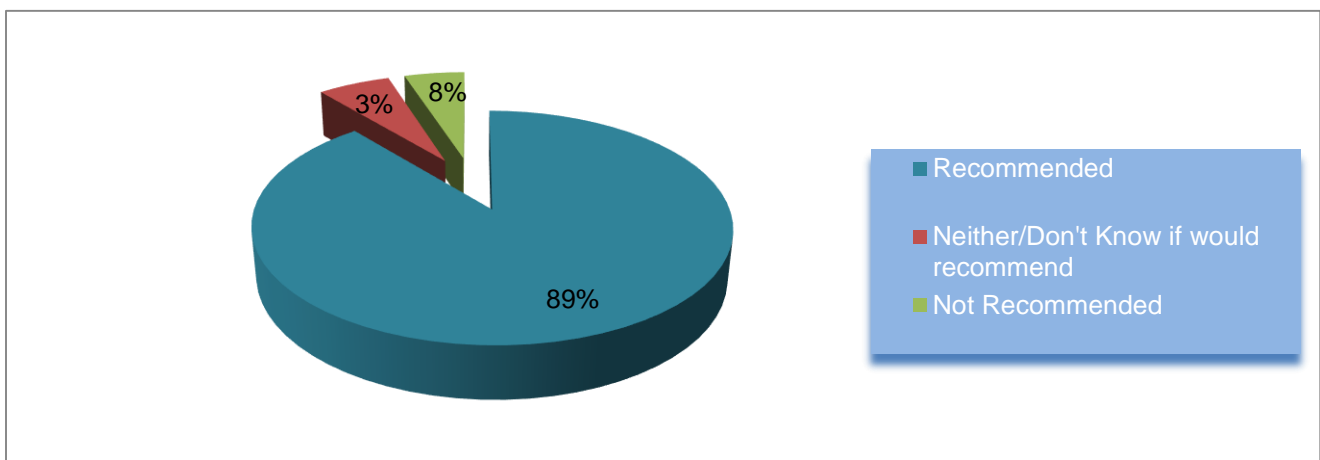
103 Patients said they would be likely to recommend the Practice.

14 Patients said they were neither likely nor unlikely to recommend the Practice.

19 Patients said they would be unlikely to recommend the Practice.

22 Patients said they would be extremely unlikely to recommend the Practice.

2 Patients did not know if they would recommend the Practice



PATIENT COMMENTS

Been with Brambllys grange for years and never had any issues. Friendly receptionists, staff, nurses and doctors x x

Very good GP but hard to get an appointment

I have always found all the staff pleasant and helpful, and the Drs especially so. I have never had cause to complain.

Booked on line which was straight forward. GP was very nice. Didn't need any assistance from reception staff today, but they are always helpful!

Nurse was very helpful, friendly and professional whilst giving us our tetanus booster. Running 10 mins late or so but not a problem

It is ridiculously difficult to make an appointment to see a doctor.

It was my first visit to centre and was impressed with the service.

I live near Rooksdown surgery & when I get an appointment there it's great but don't like having to go into town so much.

Getting an appointment isn't easy but the staff are excellent and the Doctors and nurses give you their undivided attention.

Efficient and effective care

My appointment was at 10:55 and I didn't get into the doctor until 40mins later. May as well just done a sit and wait session!