






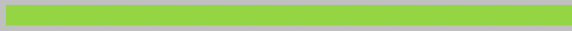
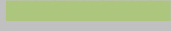



## Friends and Family Test - Station View Medical Centre

Device ID:		Response Percent	Response Total
K_URN_DUR_9		41.61%	57
web		0%	0
paper (inputting tool)		58.39%	80

Statistics based on 137 respondents;

Which healthcare professional did you see?		Response Percent	Response Total
Doctor		79.56%	109
Nurse		15.33%	21
Other		5.11%	7

Statistics based on 137 respondents;

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?		Response Percent	Response Total
Extremely likely		72.99%	100
Likely		21.17%	29
Neither likely nor unlikely		0%	0
Unlikely		2.92%	4
Extremely unlikely		0.73%	1
Don't know		2.19%	3

Statistics based on 137 respondents;

Can you tell us why you gave that response?	Response Total
	87
none all very positive thanks	
more appointments available	
nothing very caring practice	
Always been very happy with my doctors opinion and answers to my questions always has time for you	
good service	
Helpful, courteous, Dr H listens	
efficient service, seen quickly, friendly staff who are only too happy to help and sort out any queries or problems	
I have always received extremely good service from the practice, treated with courtesy from staff. Any complaints have been dealt with quickly & effectively. Have no hesitation recommending the practice to others.	
Always try to accommodate, staff pleasant & helpful	
I'm happy with the service	
Everyone is so good here	
Excellent surgery. Doctors are fantastic	
Have always received friendly, professional and caring help when needed	
Excellent doctors	
Usually able to get quick appointment. Lovely doctors and receptionists	
Ability to get emergency appts at short notice on same day	
lovely friendly staff	
very friendly & helpful - makes me feel at ease	
I was recently contacted to visit the surgery regarding the asthma clinic but had to rearrange the appointment due to holiday commitments. On visiting the clinic, whilst notes had been made amending this appointment, the actual rearranged date/time had not been put on the system. a further visit was arranged and a blood sample requested, no notice given NOT to eat prior to this and I am in today having a further sample taken. Poor Admin	
easier telephone access	
better docs who actually care and try to help	
nothing always get very good care /	
nothing -all good	
nothing	
nothing	
I felt like time was taken to listening to my problem. I did not feel rushed. Everyone was friendly	
Doctor is very good listener gives what I need	
Friendly Doctors & Staff. Always been at this surgery & wouldn't go anywhere else. Appointments always available	
Excellent friendly staff, fast service. Appointment on time	
Always an appointment available & very friendly helpful staff	
Excellent Doctors. Pleasant friendly service	
Friendly staff	

Good Service
Can always get an appointment when needed
Always helpful
When you get in touch the staff are always polite and helpful and the doctors listen to you
Friendly, efficient & convenient
Good service & patient care
Very kind & helpful
Receptionists always try to give you an appointment
Just good service
Just good service
All staff are pleasant & friendly
I almost always get an appointment straight away. I also feel that the Doctors listen to my problems and try to help me in the best way that they can.
Because I do
Pauline especially is always willing to help where possible. Most of the GPs spend a little time trying to resolve where possible & referring on
nothing
nothing its really good
i really can't think of anything at all. i am more than happy with the excellent service i receive from everyone, including reception staff as well as medical staff.
nothing
all ok
no hing
would not change
You can always get an appointment. The doctors are very thorough in diagnosis your illness.
Friendly staff, good waiting times
Good service, staff all friendly and nothing is too much trouble
Nothing they are kind and very professional
more things for pre teens to do :-P <3^_~
none
james
happy with service provided
I felt welcomed and checked over thoroughly
I've always been treated very well
Pauline, Dr Hetherington, Amanda and Jill all good at their jobs
Have always received very good care & attention
Pauline the receptionist is extremely helpfull and always trys to fit you in if she can. I also like that the doctors will always try and get children in the day you want your appointment.
Nothing can always talk to the doctors they lister to you
n/a

online appointments with nurse

nothing at all :)

none - convenient & friendly, lots of facilities

I have always been well looked after and cared for

The staff and doctors are very good, will listen to you when have an appointment

had good and bad experiences here and I prefer not to be judged

All ways had good advice

Because of the caring & Professional way all members of staff deal & have dealt with my elderly mother. A special mention to Pauline whi its seems nothing is to much trouble - Well Done

None - good efficient service

biger and beter baby

rthjmb

Friendly staff, accomodating for need - re appointments

Because Dr Eccleston is so good

On the whole have had good service from the practice. Quite easy to get an appointment when necessary

Very friendly and always happy to help



none - always helpful & friendly so give appropraite support

Only ever see Dr Hetherington been his patient for many years and he is a "top man". Staff are polite, surroundings excellant

Friendly, helpful staff. Never a very long wait

service very good. Staff very good polite and friendly



Statistics based on 87 respondents;

Do you give consent to have your comment published?		Response Percent	Response Total
Yes		97.7%	85
No		2.3%	2





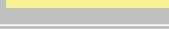



Statistics based on 87 respondents;

If we could change one thing about your care or treatment to improve your experience, what would it be?		Response Total
		0




Statistics based on 0 respondents;

What is your gender?		Response Percent	Response Total
Male		35.77%	49
Female		64.23%	88
Transgender		0%	0
I'd prefer not to say		0%	0




Statistics based on 137 respondents;

What is your age?		Response Percent	Response Total
Under 16		5.11%	7
16 - 24		5.84%	8
25 - 34		13.14%	18
35 - 44		14.6%	20
45 - 54		21.9%	30
55 - 64		18.25%	25
65 - 74		13.14%	18
75 - 84		8.03%	11
85 and over		0%	0
I'd prefer not to say		0%	0

Statistics based on 137 respondents;

What is your ethnic group?		Response Percent	Response Total
White		97.81%	134
Asian/Asian British		0%	0
Black/Black British		1.46%	2
Mixed		0%	0
Other		0%	0
I'd prefer not to say		0.73%	1

Statistics based on 137 respondents;

Do you consider yourself to have a disability?		Response Percent	Response Total
Yes		18.25%	25
No		80.29%	110
I'd prefer not to say		1.46%	2

Statistics based on 137 respondents;