

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

2017	Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't know	Sample of Comments
January	221	40	7	7	7	0	<ul style="list-style-type: none"> It's a good surgery but I had to wait 50 minutes for my appointment Karen is an excellent nurse, she is friendly, approachable and gives really good advice Reception staff very helpful and pleasant I am under Dr Heaney and I cannot fault her, she has been so professional and thorough in her care and advice Other family and friends with other practices seem to have difficulty getting an appointment whereas I never have any difficulty The practice nurse, Sarah, was very friendly and professional The time keeping lets you down, my apt was 5.10pm and I was seen at 5.40pm I saw Dr Macdonald and he was excellent, took great care
February	11	4					
March							
April							.
May	2						<ul style="list-style-type: none"> Fantastic surgery – appointment wait times, helpful receptionists. First Class – Lucky to be a patient here. Very efficient.
June	5						<ul style="list-style-type: none"> Barrington Medical practice have always been considerate and professional and really do offer a 5 star service. I can't imagine going to any other GP's surgery. I have always been able to get an appointment quite quickly Everyone has always been very happy to deal with me and makes an effort when solving a problem Friendly, personal service Really grateful that we can always get an appointment relatively quickly. Such friendly staff too.

Please complete a questionnaire online or post in the red box at reception – thank you

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July	4			1			<ul style="list-style-type: none"> • All the receptionists, nurses, Doctors and the text reminder for appointments are all excellent. It is very clean and the people above are understanding, patient, sympathetic and empathetic. • Great consultation with Dr MacDonald (female), straight to the point and very helpful / sympathetic. • The general atmosphere is calm and unhurried and one never feels the clock is being watched even when appointments are running late. One is treated as an individual • Rudely treated at reception.
August	1	1					<ul style="list-style-type: none"> • Lovely staff. Cramped building – outgrown itself. Too long to see nurse. • Feel comfortable and secure with Dr B Macdonald. Practise is always helpful, been here over 30 years and never had a problem
September	2						<ul style="list-style-type: none"> • Dr Heaney listens and is helpful and reassuring
October	3						
November							
December	1	2	1				<ul style="list-style-type: none"> • Appointments are getting much harder to make, especially with a nurse. After blood tests I have just been told the next appointment to see a nurse is in six weeks time. I can't help but wonder what is happening to a once efficient and acceptable situation • Excellent advice and support • Sometimes it is difficult to get an appointment, especially with a practice nurse

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