

Friends & Family results, Station View Health Centre

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

Verbatim comments positive

- Prompt & efficient service
- Lately I have needed assistance and seen without delay.
- Appointment straight away no haggling, excellent service.
- Great new call back system, I got an immediate appointment with one of the best Drs I have seen.

Mar 2024

Positive 81% Passive 11% Negative 8%

Apr 2024

Positive 85% Passive 6% Negative 9%

Verbatim comments Negative

- It's incredibly hard to get through on the phone.
- Waiting times for appointments is awful
- The past 2 times visited I have waited nearly 50 minutes.
- I wouldn't recommend but the Dr I saw was lovely.



- **Actions taken following your friends and family feedback...**
- We now have a new telephone system offering a call back system so no more hanging on the phone for the 8 a.m. rush.
- We will offer you a guaranteed GP appointment within two weeks for any 'new issue' you are concerned about whatever time of day you call.
- We still keep some urgent on the day appointments for urgent issues, but please realise with now offering prebook able appointments we cannot still retain the levels of urgent on the day we had previously.
- We now have a team of 10 GPs plus 2 registrars and an ANP, the highest GP coverage in the area.
- We apologise we may still cancel appointments when our clinical team are themselves ill. Previously when our appointments were 'urgent on the day' this was not an issue, but this is increasingly becoming a concern to our patients with appointments booked in advance in good faith. Our team are 'people/patients' too and unfortunately their own illness cannot be avoided, we will however do our best to re-schedule your appointment's when this happens.