|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Responses FFT - December |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Listening to what we tell you about our health and helping with the right medication |  |  |  |  |  |  |
| The staff are very able and helpful and send timely reminders and are polite. All docotrs at surgery are diligent patient and good listerners. |  |
|  All the services provided at the surgery are excellent. |  |  |  |  |  |  |  |  |  |
| very helpful at all times. Appointments kept to good time. |  |  |  |  |  |  |  |  |  |
| very helpful at all times. Appointments kept to good time. |  |  |  |  |  |  |  |  |  |
| Everything as far as we are concerned |  |  |  |  |  |  |  |  |  |  |  |
| Everything as far as we are concerned |  |  |  |  |  |  |  |  |  |  |  |
| Helpful receptionists. Easy access to appts. Internet booking. Helpful Drs. Evening appts. Friendly. |  |  |  |  |  |
| Had to wait a while but everything else very good. You are doing a great job. |  |  |  |  |  |  |  |
| Appointment times(more availability) |  |  |  |  |  |  |  |  |  |  |  |
| All very caring, no improvement needed |  |  |  |  |  |  |  |  |  |  |  |
| Very impressed with the service. Shorter appointment times |  |  |  |  |  |  |  |  |  |
| very efficient and helpful particularly with follow ups |  |  |  |  |  |  |  |  |  |
| As I said on the questionnaire I rate this practice very highly but the delay in getting an appointment is becoming unacceptable. |  |  |
| staff are lovely |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Efficient, polite, accesible |  |  |  |  |  |  |  |  |  |  |  |  |
| Excellent drs, easy to get appointments. |  |  |  |  |  |  |  |  |  |  |  |
| Providing professional care |  |  |  |  |  |  |  |  |  |  |  |  |
| Very efficient |  |  |  |  |  |  |  |  |  |  |  |  |  |
| You always try to accomodate a request for an appt. We never have to wait long. Receptionists very polite and helpful |  |  |  |
| Extremly efficient care and very helpful and informative at all levels of contact |  |  |  |  |  |  |  |
| getting emergency appts for children |  |  |  |  |  |  |  |  |  |  |  |
| doing everything well |  |  |  |  |  |  |  |  |  |  |  |  |
| helpful, supportive healthcare team |  |  |  |  |  |  |  |  |  |  |  |
| Receptionists unfailingly polite and helpful. As a family we all receive prompt, compassionate and reassuring care, expert advice and  |  |  |
|  treatment from doctors and nurses. We feel we receive exceptional service |  |  |  |  |  |  |  |
| Prompt appointment - good attention. only waited 10 mins to see GP |  |  |  |  |  |  |  |  |
| Appointment times very good |  |  |  |  |  |  |  |  |  |  |  |  |
| Respectful, polite, helpful, good conditions, really like it I am grateful. |  |  |  |  |  |  |  |  |
| Everything that I have had ever needed.Well pleased with the way all staff are excellent. You can't improve perfection |  |  |  |
| Better out of hours service |  |  |  |  |  |  |  |  |  |  |  |  |
| Politeness when booking an appointment. Easy to see a doctor. Everyone friendly and pleasant. We are very lucky. |  |  |  |
| Barnt Green Surgery has provided me and my family with a lifetime of great service from Dr Pickworth's days right through to Drs Frank Taylor  |  |
|  and Stuart Jones today. In particular, I benefitted from some life-saving treatment earlier this year for which I will always grateful |  |  |
| Gp very patient and thorough |  |  |  |  |  |  |  |  |  |  |  |  |
| Improve by having weeknd appts |  |  |  |  |  |  |  |  |  |  |  |
| easy to make appts. appts almost on time |  |  |  |  |  |  |  |  |  |  |
| Friendly, proffessional and lsiten well. caring doctors |  |  |  |  |  |  |  |  |  |
| Friendly receptionists. Doctors very thorough and always willing to listen |  |  |  |  |  |  |  |
| first class service in all subjects |  |  |  |  |  |  |  |  |  |  |  |
| on time for appts. less waiting time for appts. |  |  |  |  |  |  |  |  |  |  |
| choice of referrals. waiting times are low |  |  |  |  |  |  |  |  |  |  |
| Everything, doctors, nurses and reception. No complaints. Super surgery, would not want to go anywhere else |  |  |  |  |
| Friendly, very competent, sympathetic, communicate well. |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Availability. sound medical advice. Maintain where you are |  |  |  |  |  |  |  |  |  |
| Doing everything well |  |  |  |  |  |  |  |  |  |  |  |  |
| Friendly staff and doctors. Get appts earlier than within two days |  |  |  |  |  |  |  |  |
| Helpful advice, friendly |  |  |  |  |  |  |  |  |  |  |  |  |
| A most welcoming environment. Very professional service by everyone. The web site online appointment with a text confirmation was excellent.  |
|  As is the online prescription service. Well done everyone. |  |  |  |  |  |  |  |  |  |
| fast service |  |  |  |  |  |  |  |  |  |  |  |  |  |
| friendly docs/nurses/staff. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Have always been satisfied |  |  |  |  |  |  |  |  |  |  |  |  |
| Always Excellent. Friendly and professional |  |  |  |  |  |  |  |  |  |  |
| Brilliant surgery everyone so very helpful. Brilliant drs |  |  |  |  |  |  |  |  |  |
| Everything |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Very friendly and pleasant |  |  |  |  |  |  |  |  |  |  |  |  |
| Still manage to get same day appt at moment |  |  |  |  |  |  |  |  |  |  |
| Friendly staff and doctors |  |  |  |  |  |  |  |  |  |  |  |  |
| Prompt appts and friendly staff |  |  |  |  |  |  |  |  |  |  |  |
| Booking appts at short notice |  |  |  |  |  |  |  |  |  |  |  |  |
| All services and care provided are excellent |  |  |  |  |  |  |  |  |  |  |
| thorough. Communicate well; kind. Could be quicker phone answering |  |  |  |  |  |  |  |  |
| Everything - no complaints |  |  |  |  |  |  |  |  |  |  |  |  |
| Brant Green is a great surgery all the staff are helpful you always get an appointment if only other surgeries could model themselves on this one |  |
|  a credit to the NHS |  |  |  |  |  |  |  |  |  |  |  |  |
| The surgery is great and always do there very best to see to us especially with two small children. My only criticism is there lack of children's |  |
|  toys or play area. As I've spent many a morning in there and have read every one of the few books in there now. |  |  |  |
| I have always been able to see or speak to a doctor when needed. Sympathetic and friendly staff (esp Dr Peacock)Occassional feeling of having to over justify need for appt from receptionists who seems unsympathetic |  |

Could have late evening appts for people who work

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Responses FFT January |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| I am very happy with the surgery staff and doctors. Place to go in time of need,, for me. Thank you |  |  |  |  |  |  |  |  |
| Excellent service, brilliant doctors, helpful staff. You can always get an appointment on the same day if you really need one.  |  |  |  |  |  |
|  Couldn't ask for more! |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 10 out of 10. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| We have always found BG surgery to be run in a friendly super efficient way! Well done BGS team. |  |  |  |  |  |  |  |  |
| Gave a 1 but wouldn't really want to recommend it to others because the staff do an excellent job and are probably busy enough  |  |  |  |  |  |
|  without being rewarded by increasing their work load! |  |  |  |  |  |  |  |  |  |  |  |
| wouldn't want to recommend anyone |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Improved access to having blood tests often a long wait to see nurse |  |  |  |  |  |  |  |  |  |  |  |
| Health visitor for the elderly would be useful. |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Provide appt cards to stick labels on |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Friendly receptionists. Generally not too long to wait for an appt |  |  |  |  |  |  |  |  |  |  |  |
| Polite and professional |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| More of the same |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| opening longer and at weekends |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| evening appts are good |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Everything |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| lovely Drs |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| getting messages to GP's regarding queries. getting prescription requests via answerphone correct |  |  |  |  |  |  |  |  |
| Excellent service with receptionists treating everyone kindly. Very little needs to be done. |  |  |  |  |  |  |  |  |  |
| You are providing a good, caring and proficient service |  |  |  |  |  |  |  |  |  |  |  |  |
| Good appt. service and can see a doctor immediately if urgent |  |  |  |  |  |  |  |  |  |  |  |
| prompt and erfficent rec service |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| very helpfull recpetion staff. Drs always very thorough and helpful |  |  |  |  |  |  |  |  |  |  |  |
| everything you are already the best |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Barnt green surgery is the best doctors I have ever had. The service from all staff is outstanding. When our daughter was born she was  |  |  |  |  |  |
|  early and so small and as a new first time mum I was concerned. They always fitted us in quickly and gave great medical and  |  |  |  |  |  |
|  emotional care. Dr Robertson was our GP and she is amazing. Nice to have the opportunity to say thank you |  |  |  |  |  |  |  |
| I was taken serioulsy, given relevan tinfo and sympathetically trested when I was very concerned about my health. DR Peacock was excellent. |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Excellent service at the centre this morning from medical + admin staff |  |  |  |  |  |  |  |  |  |  |  |
| Very happy with all services |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Providing friendly professional service |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| A good appt system, friendly staff and being open late twice a week. |  |  |  |  |  |  |  |  |  |  |  |
| Very east to get an appt and very little waiting time. Attentive Gp's |  |  |  |  |  |  |  |  |  |  |  |
| Prompt attention and waiting times are kept to. |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Very caring very accomodating, professional and extremely competent doctors |  |  |  |  |  |  |  |  |  |  |
| A most welcoming environment. Very professional service by everyone. The web site online appointment with a text confirmation was excellent.  |  |  |  |
| As is the online prescription service. Well done everyone. |  |  |  |  |  |  |  |  |  |  |  |  |
| Everything no improvement needed |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| speed of reposnse, considerate manner |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| efficient service |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| everything |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| appointments on time, helpful receptionists, doctors who listen, an efficient service all round. you are all doing an excellent job |  |  |  |  |  |
| Fantastic doctors, freind;y service by all staff, nice environment, all round superb, very happy |  |  |  |  |  |  |  |  |
| Find Gp's efficient and in the past have made ++ effort to help. Happy with the service |  |  |  |  |  |  |  |  |  |
| easy to book appts, friendly staff |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| efficient |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| I have been able to get an appt in a reasonable time |  |  |  |  |  |  |  |  |  |  |  |  |
| Staff always friendly and helpful |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Better ventilation in waiting room |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| All very good |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Keeping track of our health - easy to talk to |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Good appointments system. Friendly professional and courteous |  |  |  |  |  |  |  |  |  |  |  |
| Friendly service from reception to doctor |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Excellent patient care |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Courteous reception staff, approachable doctors |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Helpful, organised. Drs and nurses kind and put people at ease(me and my children) |  |  |  |  |  |  |  |  |  |
| I didn't know online services available |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Approachable friendly drs and helpful receptionists |  |  |  |  |  |  |  |  |  |  |  |  |
| Ease and availabilty of appointments with named dr |  |  |  |  |  |  |  |  |  |  |  |  |
| more availabiltiy of appts |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| provide more internal services, mental health support |  |  |  |  |  |  |  |  |  |  |  |  |
| Punctual and frienldy |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| your best to help |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| You are an exceptional practice and we are very lucky to have you |  |  |  |  |  |  |  |  |  |  |  |
| apppt sytem works well |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| very helpful at all times. will always see patients in an emergency |  |  |  |  |  |  |  |  |  |  |  |
| all round facilites are good, friendly and professional staff |  |  |  |  |  |  |  |  |  |  |  |  |
| sat morning surgery |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| increase in female drs |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| speed up waiting time in surgery |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| a home visit by dr or nurse to assess before 999 calls made by neighbours when family not available |  |  |  |  |  |  |  |  |
| Always had great help and prompt service at BG surgery. Excellent |  |  |  |  |  |  |  |  |  |  |  |
| Getting my daughter in at a moments notice. |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Prompt replies to telephone calls, frienldy reception and helpfuladvice at all times no improvement needed |  |  |  |  |  |  |  |
| very nice and helpful |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Good care all round |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| appts within a reasonable time, emergencies promptly, helpful receptionists. |  |  |  |  |  |  |  |  |  |  |
| providing good healthcare |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| always prompt, helpful efficient service |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| pleasent, helpful and very accomodating |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| very efficient and polite, good service |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Friendly, efficient and competent, usually. |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Being seen quicker |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Everything I need |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| I am very happy with your services |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Always treated well and feel I am always listened to by my doctor |  |  |  |  |  |  |  |  |  |  |  |
| Most things as far as we are concerend |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Patients are able to get speedy appts when necessary |  |  |  |  |  |  |  |  |  |  |  |  |
| helpfu if open on saturday mornings |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| home visits for elderly/infirm. Many of these do not like to bother the GP |  |  |  |  |  |  |  |  |  |  |
| We chose to live in this village partly because of healthcare. An excellent service is provided. an appt is usually available on the same day. |  |  |  |  |
| The service at barnt green surgery from the drs and nurses is excellent and reception staff helpful when you call up . Drs really know their stuff |  |  |  |  |
| Everyone who works at the surgery are supportive and considerate of complex medical issues and for those that care for the family members  |  |  |  |  |
|  who have to endure ongoing symptoms. Someone to listen when things get tough. |  |  |  |  |  |  |  |  |  |
| I have always been extremely happy with pt care, treatment and privacy you have given me over the years. I have no complaints |  |  |  |  |  |
| First class, can't fault any aspect of service provided. |  |  |  |  |  |  |  |  |  |  |  |  |
| superb experience, lovely staff |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| excellent |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| the surgery is the best |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| very happy with the drs and their care |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| we are very satisfied with the level of service we receive from the surgery |  |  |  |  |  |  |  |  |  |  |
| good service |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| excellent service |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| I am very happy with the service you provide |  |  |  |  |  |  |  |  |  |  |  |  |  |
| The GPs, nurses & receptionists at Barnt Green surgery are excellent & it is easy to access appointments. |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |