|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 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. | | | | | | | | | | |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |