

Family & Friends Test April 2015

	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't know	Total
Handwritten	7	0	0	0	0	0	7
Online	2	0	1	0	0	0	3
Total	9	0	1	0	0	0	10

Comments:

Extremely Likely

- In the 12 years at Audley Mills Surgery I have received excellent service. Receptionists & doctors are always helpful and caring and meet mine and my family's medical needs. Vast range of appointments offered and good with my working life pattern. Highly recommended.
- Have always had excellent care from all the doctors.
- I have had very good treatment from all the doctors I have seen. The only problem is getting appointments with a certain doctors.
- Always get the right help at the right time. Dr. Rehal always has time to listen and is understanding.
- Online appointment system is excellent. On the day appointments available judging by the press this is unusual. Routine jabs and blood tests available and a range of appointments times.
- They cannot do enough for you.
- Best GP surgery in the area.
- I find that the service I get from the doctors is very good. They have time to talk through your problems and include you in any treatment they prescribe and you can put forward your ideas and ask any questions without feeling your wasting their time. I am under the diabetic clinic and the nurses I see are very good and again take you thoughts on board and when I have blood tests the nurses are friendly and welcoming. I like to see a particular GP depending on why I am going – Dr. Kerry and Dr. Taylor both are very open in their approach and your problems and never talk down to you. In the case of Dr. Kerry – It's like having a chat with a friend who you can open up to and feel you can mention anything to them.
- It can be very difficult to arrange an appointment by phone but if you live nearby you can go in from 7am for the same day appointments. I find the easiest way to book appointment for the same day is online, since signing up I have had no problem in choosing an appointment that suits me. When I have phoned, the receptionists are helpful and friendly. I have seen more than one of the doctors at Audley Mills and they have all listened to my problems and asked for my input in the treatment they wish to use. I've never felt rushed or ignored. This surgery provides a great service.

Neither Likely nor Unlikely

- I was asked to make an appointment for a blood test – waited 19 minutes on the phone – 10 minutes of which I was number 1 in the queue. Then the line dropped out. I rang again later and was number 2 in the queue but it still took 13 minutes before I was put through.