

Friends and Family Test results December 2016

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

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
134	12	2	0	0	0

27 Beaumont Street (particularly Dr x and the x) are the best doctors practice we have ever come across and we feel very lucky to have them.

Because the practice is very supportive, knowledgeable and helpful and has made a material difference to the quality of my life. Dr x in particular has been a life saver.

Mainly because the surgery is very convenient, being in the centre of town, and also because I find the standard of care very high

The service is excellent

I always recommend 27 Beaumont Street surgery to friends who have moved to Oxford and are looking to sign up with a GP (as long as I think they are within the catchment area). We've always had excellent care from the GPs and nurses at the surgery, often going above and beyond the expected level of care. In particular, we were extremely grateful to Dr X for his help and support in getting PIP for my husband - Dr x wrote a very strongly worded letter that was read out at the Independent Tribunal and seemed to have a strong influence on the judges when they made their decision

I have been very happy with all of the GPs I have seen at 27 Beaumont Street, and have received an excellent quality of care. It can be difficult to get an appointment but no more so than other NHS practices, and surgeries generally run roughly on time. I have not said extremely likely just because I am a student in Oxford but am from Birmingham, so this practice would not be practical for most of the people I know, esp. family.

I've only recently joined, so need more experience first, though so far everything has been very efficient!

full confidence in all the staff

I made one phone call to the receptionist. Dr X rang back and rang again within an hour having contacted the John Radcliffe to get the results.

great range of doctors and good online system.

always very friendly, helpful and efficient.

I have always been received by all staff with great courtesy and kindness.

Very kind, supportive and professional practitioners and receptionists! Many thanks!

Fabulous doctors. Professional. No waiting. Great reception. I won't be going anywhere else.

The location is very convenient for me, and I think all the GPs are wonderful. The one I saw recently was new, and just as marvellous as all the others. Though as a P.S, some of your GP's have MUCH better bedside manner than others.

It would have been extremely likely until you introduced the 'Ring at 8am' rule. This is the opposite of 'user friendly'. and it is a great disappointment to me that, as I have previously always thought you the ideal surgery, you should now have adopted this abominable practice.

First class service .

Extremely likely. I've used the practice, and so has my family, for more decades than I care to remember.

Doctors Surgery at 27 Beaumont Street has always been my GP Surgery since 1997 when I came to this country as a student at Magdalen College, Oxford. For the last 19 years, I have never had difficulties in booking appointments to see a GP, the Doctors, Nurses and support staffs upto the receptionists are the best professional group of people I have ever come across, the best of the best. Even shortest period of time, I have always been squeezed appointments to see a duty GP and have always had a call back within shortest time possible whenever I requested one. Even though this is my only Doctors Surgery, I would never think they are any better than this in Oxford and even in the whole country.

Keep up the good work.

I and my husband have always been very pleased with the service from all the doctors, nurses and support staff at the practice and have highly recommended it to all our friends. At the moment my GP is Dr X. I find her very easy to talk to and very caring and careful. Thank you everybody there. Have a wonderful X'mas and Good Year2017. Thank you for all you do for me

Friendly, helpful, efficient

Everyone seems to have a smile on their face and the service from reception, nurses and doctors has been totally professional yet friendly.

It's a very nice surgery, so I would always recommend it. The surgery response to my travel requirements (India) was very quick (no waiting to order the travel injections like I've heard happens elsewhere) and the nurses were very nice. The two nurses did seem to disagree on the correct spacing of injections though, so appointments had to be cancelled and remade which was a bit confusing for someone like me who is naturally disorganised. My GP also gave me various prescriptions in case I went down with anything nasty, which was very comforting!

My most regular contact is with a Practice Nurse who plays a key role in the active management of a chronic condition - a world away from the "changes dressings" description that some practices give to their nurses.

Even after a recent retirement there are several doctors in the team that I consult with confidence when I need to, - approachable, thoughtful and far removed from the barking bossiness that I recall from GPs in my youth. I'm sure that the rest are fine as well, I've simply never met them.

The reception team are an important part of the practice as well. They are warm, welcoming and knowledgeable, and seem to be endlessly patient at explaining how things work - a crucial factor, I feel, in a historic university city where so many newcomers are constantly arriving.

Highly likely my only criticism is the new receptionist is very abrupt and one of the best things are the receptionist they are number 1 plus don't change.

Extremely likely. I have simply never before experienced a more efficient surgery. Communications between staff (Doctors/nurses/ receptionists) are very systematic. Record keeping and systems are first class. Follow up to appointments is thorough. It is always possible to secure an appointment where a need arises and all doctors are equally good. All staff work extremely long hours. I know this to be a view shared by friends also registered at the surgery. The surgery deserves praise and recognition for all this. I remain most grateful.

The Dr I saw was brilliant, she made me feel listened to and respected. Always grateful for the help I receive.

Extremely likely because the doctors I have had have all been really good. My doctor is Dr X, excellent.

One hears so much negativity about General Practice these days non of which I ever experience at 27 Beaumont St.

I first registered at this practice since 1970, when I came to Oxford as a student and the "College Doctor" was at the practice.

When I returned to Oxford in 1993, I re-registered. With advancing years I have needed more frequently to visit the doctor, needed heart-surgery in 2013 and fortnightly visits for the last two years. I have never had any problem getting an appointment and the treatment by doctors, nurses, and receptionists has been excellent.

The doctors give as fully as they are able; the reception crew is as helpful as can be. Thank you.

I have been a patient at 27 Beaumont Street since I came to Oxford in 1955. There have been many staff changes, but I have always had excellent friendly service by everyone and I've enjoyed my visits.

Dr X is a wonderful doctor, the nurse I see for my asthma check-ups is fantastic and the reception staff are also really helpful. Keep up the good work.

My reason is that I find the level of service from all at the practice of a very high quality both medical and administrative.

I have only recently transferred to the surgery from St Clements, Temple St where I had been Dr X's patient for many years until his retirement. A fine doctor and a first-rate human being. I was not unhappy with the medical attention I received

thereafter. It was the practice management and the changed tone & tenor at Reception. Perhaps I'm a (D)ifficult (P)atient. Perhaps I'm a grumpy old git. I have recently had an awkward fall with some likely damage to my shoulder that has not quite cleared up after 4/5 months.

Dr X seems to have the measure of the likely core damage and we are exploring options, one by one.

So far, so good at Beaumont Surgery. The text-reminder service needs tweaking but at least you don't appear to mind being told so. Keep up the service. Thanks.

I felt I was given adequate time to describe my problem, and thought that the advice I received was good.

Reason: GPs listen carefully, are friendly and treat you well, and practice is very well organised with timely appointments.

Extremely likely to recommend, the service and attention and support are all brilliant. Am just so sorry you have to go through this exercise, you surely don't really have time!!

Extremely Likely, although I am tempted to answer 'Unlikely' in a mealy mouthed attempt to keep the discovery of this wonderful surgery to myself

Friendly reception, easy to talk to doctors, I always feel better for attending

I love this surgery because staff is always helpful and courteous and doctors really take the time listen to their patients.

Well worth traveling from Wolvercote for :)

All the staff are great (doctors, nurses, reception, midwives) and I have absolute trust in my GP.

I also like that the surgery feels more like home or an office and not a hospital.

This is an excellent practice that despite many personnel changes over the years I have been coming here (about 37!) continues to give great service in the most pleasant way. Keep up the good work!

Over at least 30 years, always had fab service from the surgery

My husband and I have been benefitting from your kind services for over 30 years, and we would be Extremely Likely (no.1!) to recommend you to friends and family. We have found the staff and doctors at this practice extremely helpful and rendering every possible assistance,

Would recommend Do you WANT to attract more patients? I thought GPs preferred smaller lists.)

Reasons:

I was very grateful to be seen so quickly by Dr X (had expected to wait weeks for appointment).

I made a mistake over day when booking a nurse's appointment for blood test -- came on Wednesday instead of Tuesday -- but was able to have the test straight

away anyway, the phlebotomist was there and kindly offered. I have a lot of blood tests and hardly felt a thing, she is very professional

I am extremely likely to recommend 27 Beaumont Street and have often done so in the past. My reason for this decision is because everyone at the surgery is kind, they make me feel they care and have time for me. From the first response when ringing for an appointment reception is always cheerful, helpful and efficient. The doctor's are always very thorough and caring which gives me confidence in them to make the right decisions for my well being. I couldn't be more pro 27 Beaumont Street, who have been looking after all of my family for years, for which I am very grateful. My one concern is that GP surgeries are not necessarily getting adequate funding from the Government.

I saw a very personable doctor who made me feel comfortable with talking about my issue.

This is because I have received excellent, personalised care from Dr X as well as from the nurses at your practice.

Accommodating and reliable.

Doctor X is one of the best doctors I have ever met: always professional and kind. Dr X is an excellent doctor and X is a very good nurse, too.

I have been with the practice since I was 19 and the care I have received is always excellent, and it's a very friendly practice

I am extremely likely to recommend the practice to others because I'm very happy with the quality of care and the availability of appointments

I can see a GP easily and the practice nurses are invariably efficient and sympathetic receptionists are friendly and relaxed, at other places they have seemed stressed and hostile!

I've been with 27 Beaumont St since 1990. I like the human and humane interface provided by the reception staff and on the phone, so you can always get what you need and end up speaking to/seeing the right person.

Very difficult to see a doctor, especially the same doctor, within a reasonable timeframe. Often feel as though medical need is not regarded as pressing as it in fact is on the phone when calling to try to book a medical appointment.

Always a highly professional and excellent service and never have to wait long for an appointment or phone consultation