

Friends and Family Test results January 2017

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
104	17	4	1	1	0

Comments made

Very helpful when i really needed an appt and you were fully booked

It was done very efficiently, as usual.

On and off I've been with the practice since c1980 joined by my partner 1997. We have always been seen by a doctor whenever we needed to be and the treatment and advice has always been first class. It makes us feel so good and so thankful to be with the 27 Beaumont Street Practice

Always get good care!

Excellent. Caring. Thorough. Well-informed. Kind. Intelligent and sympathetic reception staff.

- Stairs difficult and seats very hard and uncomfortable

very good caring service. I've had quite a few things go wrong health wise in the last 6 months and seen most doctors there. Really impressed with the service and approach to health care.

The practice nurses are always very friendly, and put me at ease when they're taking blood (which is why I've visited them recently). They always ask about my general wellbeing

The practice is courteous and caring, where the patient is central and concerns are heard with respect

Extremely Likely and in fact have done so.

The staff were very helpful in securing an appointment quickly and the Doctor saw me without much delay. The Doctor was attentive and offered helpful advice.

I recently saw Dr. X, and was highly pleased with all aspects of the experience

Having lived in the England and Scotland for nearly 60 years, I can sincerely say that 27 Beaumont Street is the best practice I have ever attended and feel fortunate to be a patient. I especially like Dr's unique approach of taking those patients who want to, to go on a walk with him around University Parks on Saturday mornings.

I was thoroughly satisfied with the last visit; the speed at which it could be arranged; the length of time for the consultation; and the advice given.

Personable and professional, I have appreciated the practice for many years.

Dr X is probably the best GP I've ever had and the overall surgery service very good.

location is always an issue with parking

The team of doctors is absolutely first-class and the nursing and secretarial back-up excellent. Absolutely first-class, and keep up the good work!

Indeed I already have done.

I've recommended various people already
I have always had prompt and caring treatment from everyone there.

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

The main reason is that the doctors are excellent and that everyone not just the doctors but also the nurses and receptionists are all very professional.

Professional and friendly.

I have recommended your practice to friends and students.
My husband, and I have always received excellent service from the practice at 27 Beaumont St, both from the physicians, nurses and office staff. You may quote my name if you need me to state this. Thank you all for looking after us.

We have nothing but praise for the input we have recieved from you all over the last (almost) thirty years!

I should recommend the practice at 27 Beaumont Street to anyone seeking help or treatment. I have been a patient since I came to Oxford in 1955, and have always had prompt, efficient and friendly care from a succession of staff for a variety of illnesses since then. Many thanks.

Very attentive and considerate especially around sensitive ailments

i just want to let you know that when I mention this practice i usually say that I think it is probably one of the best in the country.(Both in terms of management and the practitioners.)
For example. I was very grateful to be able to phone at 8am on Monday and have my husband seen by his own doctor at 1130 the same morning.

i also appreciate being contacted to be offered various preventative measures, whether tests or vaccinations, and to be able to consult the nurse when I don't necessarily need to see the doctor. I do try to avoid the beginning of terms, when i imagine you to be more involved with returning students. I also wanted to mention that as an older and comparatively secure person I would be willing to contribute to a voluntary or charitable fund for the needs of the practice, on a modest basis. I am deeply appreciative of the National Health Service 'free at point of use' principle /. Immensely so when I was giving birth as a penniless young married, and when I was suddenly diagnosed with an expected- to -be fatal condition(which i am now thankfully free of).

I am very happy to respond.

Ever since I had a very poorly baby, I have been hugely grateful for an excellent service offered by 27 Beaumont Street.

Your reception staff couldn't be any more friendly, efficient and helpful.

Your doctors, despite one hiccup, have been truly excellent. They are hugely helpful, patient, efficient and willing to go to extra lengths to help.

I know that my life would have been much, much harder with a young and sometimes poorly family, without the excellent service of my GP surgery. In fact, when I hear the news about other GPs, I count my lucky stars we are registered where we are. So, I would be extremely likely to recommend them.

In response to your email I confirm that I would be 'Extremely likely to recommend your practice to anyone. The reason for this is that I always have found everyone whom I have had to deal with was –

1. Highly courteous
2. Kind
3. Helpful
4. Efficient
5. Professional in approach
6. Highly knowledgeable
7. Both the Doctors and Nurses are excellent at explaining medical conditions to patients which I find very helpful.
8. Treat patients with respect and consideration
9. Seems an efficient organisation

The only downside I have found is the prescription processing. I am unsure of the effectiveness of the system whereby the chemist re-orders prescriptions as I have several times variously received too much of several items leading to storage problems; supplies of medication which they know I no longer use – this leads to the destruction of this medicine when I return it to the chemist and an obvious waste of money; also an enormously variety in the packaging, so supplier, of other items which is misleading and confusing. I notice the system was more efficient when I ordered a new prescription using your internal online system.

Ease with which appointments can be made, likelihood of being able to see a doctor on the same day if calling early and professionalism of all doctors, nurses and staff.

Excellent service and advice as always

Care taken over examination, answering questions, allaying anxieties, clarity of argument for recommending further tests, speed of securing relevant hospital appt.

I always seem to get an immediate, and helpful response. The nurses come to see me twice a week, and have always been most receptive to my needs, which these days are regarded as 'complex'

The nurse is kind, and very efficient.

I have always found the greatest care and the greatest kindness in the many dealings my wife and myself had with staff and doctors there.

xx would recommend the GP Practice at 27 Beaumont Street very strongly, to both friends and family. He and his family have been patients at 27 Beaumont Street since 1979 and have never had any cause to complain, either about the doctors, nurses or Reception staff. He

counts himself and his family very lucky to be on their books all these years, and would like to take this opportunity to thank and congratulate them.

I think your practice is lovely and all the doctors and staff are doing a great job!

I always get through on the phone and I usually get the appointment I want.

I just transferred to this GP practice and the care I received was better BY FAR from my previous GP. The doctor was attentive and knowledgeable and trusted me to be familiar with my condition and medical history. She also very much helped me move along what had been a long and frustrating process of obtaining treatment for a longstanding condition.

The service I have received from the practice has been first-rate. It's been easy to get an appointment and the doctors' and nurse's advice has been clear and followed up - often by phone - when necessary.

Availability of appointments has been good and my doctor seems legitimately concerned about my wellbeing.

Both doctor and nurse were very nice and efficient, and very helpful when I didn't have time to go to the surgery and asked to speak to the duty doctor over the phone.

The doctors and nurse are always helpful, and the midwife is really lovely.

Very friendly and supportive staff and Drs

Dr X is very approachable, intelligent and comprehensive; however, I am put off by the sign in your waiting room that restricts rationale for consultation to "one issue only".

Can get appointments easily but I've always been seen at best 20 minutes after the scheduled time, even when it's first thing in the morning. Also, one GP isn't very pleasant.

The doctor was dismissive of my issues, was very condescending and seemed to be trying to get rid of me as quickly as possible.

Dr X was very friendly and took the complaint seriously, even though it was only an ear infection.

Very helpful receptionist, and the GP had good knowledge of a rare condition

It is a extremely good practice. GPs/nurses understanding and very good, reception ladies kind and very understanding indeed.

Always helpful, friendly and very efficient staff. Starting from lovely ladies on the reception. I had to ring for quite an urgent problem and ask a doctor to ring me back. They did so very promptly to give advice as it was coming up to a weekend. Would never go anywhere else ! Hopefully I'm not too much trouble !

prompt attention and useful advice

All doctors and staff are extremely accomodating and knowledgeable.

this practise is friendly, caring, efficient and I would not hesitate to recommend them.

I have had several emergency referrals from the MIND Mental Health team, which were very well accommodated - I was able to be seen within a matter of hours and appropriate onward

referrals were made. Recently, however, I called into the surgery to arrange an appointment for a blood test. I have a real fear of both blood and needles, and explained to the receptionist that I would be grateful if she could she just let the nurse know in advance. I was upset to find that the receptionist just laughed and made a sarcastic remark. In the event, the nurse who took my blood was great, but I still passed out while giving blood and had a panic attack which required the intervention of another doctor. I'm not for a moment suggesting that the receptionist was to blame for this, but it would have been nice to have been treated slightly more kindly.

In my experience the appointments here usually run on time which is something I haven't had in other doctors surgeries! Also all of the doctors and nurses are very patient, professional and knowledgeable.

I have found it easy to book an appointment or talk to a doctor. The practice nurses are always patient and kind.

Professional staff, always helpful and patient.

I found Dr X very approachable and did more listening than talking - a good sign too! She is much more 'full time' than some of the other GPs in the practice with whom it hard to get an appointment.

Got an appointment quickly, Dr X was friendly and did not rush the appointment

I was taken off the system for no reason (I have not attended any other NHS service since registering) and first doctor I saw was very short with me and I felt like she just wanted me to hurry up so she could see her next patient. However second nurse I saw was very helpful and considerate

The concern that prompted my appointment was respected and dealt with. Questions were answered. My appointment was on time. All of the staff from the receptionist to the GP were attentive and helpful. It's a great practice.

Easy to get appointment when you need it with a doctor or nurse. Serious, professional and helpful care. However, it would be helpful to get a text or call when a GP is running more than 30 mins late for an appointment.

because the moment i call reception i feel a person is listening and care they are excellent and all the doctors are 1st class

This is my 50th year with the 27 Beaumont Street practice, and they have been unfailingly helpful, supportive and responsive during that time. Absolutely excellent!

Very helpful fixing convenient apptmt for blood test

I have been registered since my student days in 1980 onwards and had always had excellent care and attention. Indeed, I have recommended the practice. Why? Because the doctors I consult are most helpful and the staff always courteous and efficient, and the place, generally, is well run. The only minor observation could be (wearing my architectural hat on) that it needs a little better lighting (e.g. a few cheap up-lighters, perhaps etc, of course I understand that the property may be on a limited lease, which complicates things).

I lowered my rating from "extremely likely" to "likely" because there seem to be fewer doctors. But I have two favourite doctors that keep me coming there.

DR X IS A VERY HELPFUL DOCTOR WE"VE EVER KNOWN

The electronic sign in at the door is clear and quick and easy, very impressed with it. Appointments are never particularly late, and every doctor and nurse I've met with have been knowledgeable and genuinely interested in why I'm there.

Very modern, up to date practice, with caring and skilled GP's, Nurses and support staff.

Recently, I took the opportunity of consulting a different GP (because my own was not available) and was seen very efficiently and in good time, and I was helped very much by (to my surprise) being re-referred for counselling, which I will be carrying on with, starting tomorrow. It's wonderful to feel that one has help, to help oneself.

I am extremely likely to recommend the practice and I do! Many thanks for all your kindness and support.

The attention I receive is always sympathetic and professional. I always feel better when I come out.