**St Georges Medical Practice**

**Friends & Family Feedback – March 2024**

This month we received 89 responses from patients following a recent visit/experience at our practice with results ranging from ‘Very Good’ to Very Poor’. This information received is anonymous and submitted monthly and can be viewed upon request.

Patients also have the option to leave a comment following their experience and a selection of these can be seen below.

Very Good – Lovely people, can’t do enough for you.

Very Good – Got an appointment quickly and the practitioner I saw was very thorough.

Very Good – Doctor was very thorough and knowledgeable.

Very Good – Welcoming, professional, and friendly.

Very Good – My appointment was a little late but the care I received was very good.

Good – Doctor made time for us and didn’t feel rushed and listened to us.

Good – Got an appointment straight away and happy with the doctor I saw.

Good – Listened to me and put my mind at rest.

Good – The PA I saw was fantastic, getting an appointment was a struggle.

Good – Staff are friendly and professional but waiting times for an appointment are sometimes long.

Neither Good nor Poor – Sat waiting half an hour for my appointment.

Neither Good nor Poor – Was sent night before to the pharmacy but they could not help with the issue.

Poor – I couldn’t get through on the phone, so I had to leave work to drive to the practice to get an appointment to see a doctor.

Poor – I waited an hour for my appointment.

Very Poor – The medical side of things was fine but getting an appointment in the first place is really difficult.

Having your say helps us improve care for everyone.

Comments are discussed at practice/staff meetings where necessary/appropriate.

So, if you receive a link to your mobile, we would be grateful if you would complete it.

Thanks