**St Georges Medical Practice**

**Friends & Family Feedback – May 2024**

This month we received 64 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 – The nurse is nice and friendly.

Very Good – The doctors always so nice. Never had an issue.

Very Good – Same day appointment and was very happy with the outcome from the doctor.

Very Good – Received and early appointment, the doctor was on time and very kind. Gave me treatment and advice if symptoms worsen.

Very Good – On time, polite and helpful staff.

Very Good – The PA listened to me.

Very Good - The nurse who did my smear was lovely, made me feel relaxed, also the doctor I saw was lovely and I felt I could talk to her.

Very Good – New phone system installed which offers call back, very useful and less stressful.

Good – The doctors are really good.

Good – No issues, questions answered.

Good – Waiting 30 minutes.

Good – Had to wait 9 weeks for my smear appointment as only 1 nurse carrying out cervical screening. Despite this my appointment was a positive experience.

Good – Very pleasant and helpful staff.

Neither Good nor Poor – Took 2 days to get an appointment.

Neither Good nor Poor – Didn’t really get to the bottom of my appointment, didn’t really help.

Neither Good nor Poor – Took 50 mins after my appointment time to be seen. I know staff are busy, but it would have been better if informed about the delay.

Poor – No consultation from the GP.

Poor – Had to ring 111 to get a doctor to see my 7-month-old.

Poor – The doctor’s appointment was 100% but had an issue with booking a follow up appointment, had to be booked with another GP. Really not happy about this.

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