**St Georges Medical Practice**

**Friends & Family Feedback – June 2024**

This month we received 82 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 doctor was very professional and very understanding. I felt very much at ease.

Very Good – HCA was friendly and efficient.

Very Good – Friendly helpful staff, very informative. I had a call back as I was in a queue, this was very helpful.

Very Good – Staff are friendly and helpful; I have confidence that they are providing good care.

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

Very Good – Wonderful nurse who listened to what I had to say and gave sound advice.

Good – Got and appointment straight away and very happy with the service.

Good – Wasn’t waiting long and the doctor gave me good information and answers, good all round.

Good – Didn’t see the doctor I should have, and I waited 4 weeks to see her.

Good – The doctor was thorough ad gave good advice.

Good – Clean & tidy waiting area. Staff efficient, wasn’t kept too long to see practice nurse once I’d signed in. Initial booking time was quite a while hence why I didn’t give very good.

Good – I had a hassle-free appointment made when I called this morning.

Neither Good nor Poor – Spent a long time on the phone to get an appointment.

Neither Good nor Poor – Would have preferred a face-to-face appointment. The time between results being received and the phone call appointment took too long.

Poor – My second time seeing the same doctor. On both occasions she was very rude. The receptionists were very kind and helpful.

Very Poor – The waiting time for a smear test was 5 months, I don’t think that a patient should wait that long, I got my letter in January!

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