**St Georges Medical Practice**

**Friends & Family Feedback – July 2024**

This month we received 73 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 – Easy to make appointment, seen on time.

Very Good – Seen on time, treated with respect.

Very Good – After a doctor consultation, a very prompt follow up appointment with the nurse.

Very Good – Reception and doctor listened to what I had to say. Friendly and helpful.

Very Good – Everyone the practice has been considerate, helpful and professional. I am so grateful my husband and I are under your care.

Very Good – A quick and efficient service, easy to make appointments and knowledgeable staff.

Very Good – Very thorough and supported with needs.

Very Good – Attended for my first smear, the nurse explained everything thoroughly and it a quick pleasant experience.

Very Good – I managed to get straight through on the phone, got an appointment and was dealt with swiftly.

Good – Because I got what I partially asked for.

Good – Appointment on time and procedure was well explained to me.

Good – Appointment on time and doctor/nurse was friendly and thorough with what they needed to do.

Good – Not too long to wait.

Good – Telephone appointment first which was made 2 weeks ago, then given a next day appointment after the telephone consultation.

Neither Good nor Poor – My appointment time was 3.50pm, I had to leave work early but wasn’t seen till 4.05pm. How can they get so far behind when its nothing like pre-pandemic.

Neither Good nor Poor – I made an appointment to see Dr Farhan only to be told after waiting 20 mins that she was working from home.

Poor – 1 hour and 40 mins behind on appointments.

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