**St Georges Medical Practice**

**Friends & Family Feedback – August 2024**

This month we received 66 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 – Fantastic staff. Brilliant service. Superb doctor.

Very Good – The nurse I saw was very friendly and put me at ease.

Very Good – I was able to get an appointment within an hour of contacting the surgery. The doctor was very pleasant and gave me some advice about my medical condition.

Very Good – Seen within 10 mins of appointment, nurse explained everything and was very kind.

Very Good – I have never had an issue with the practice.

Very Good – Very helpful receptionist and professional healthcare.

Very Good – I got an appointment, and it ran on time.

Very Good – Same day appointment, receptionist friendly and helpful, doctor supportive and I felt listened to.

Very Good – Excellent care and dedication.

Good – Very quick appointment available and getting sorted now.

Good – The doctor was polite and helpful.

Good – Although my appointment was 30 minutes late, the doctor was efficient and thorough.

Good – Quick and efficient.

Good – Same day appointment given.

Neither Good nor Poor – Its hard to get an appointment.

Neither Good nor Poor – The doctor was not as understanding as my other doctor, couldn’t wait to get rid of me. I won’t be seeing him again.

Poor – I was told by reception that I was due for my smear test even though I had not had any reminders. I attended my appointment, and I wasn’t due to have this done till 2027. This was a waste of an appointment and a waste of my time.

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