**St Georges Medical Practice**

**Friends & Family Feedback – October 2024**

This month we received 90 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 – My nurse was very good, polite, and put me at ease.

Very Good – Amazing people, always there when you need them and go that extra mile to make sure your needs and concerns are dealt with. Amazing doctors’ surgery.

Very Good – Wasn’t waiting long. The GP was very thorough and explained things.

Very Good – Easy to get through on the phone to make an appointment. The receptionist was friendly and helpful.

Very Good – Prompt efficient service all round.

Very Good – Efficient, helpful, and informative.

Very Good – Appointment on time, nurse friendly and welcoming of my baby for injections.

Very Good – Nice doctors who listen.

Very Good – Excellent patient centred care from all the team.

Good – Pleased to get an appointment, the doctor was very pleasant.

Good – Always efficient and friendly.

Good – Appointment on time, referred quickly, staff polite.

Good – Pretty straight forward, clean surgery, pleasant staff.

Neither Good nor Poor – Actual appointment was fine. I’m a palliative patient and originally asked for a home visit but was offered an appointment so had to arrange help to get me there.

Neither Good nor Poor – No comment left.

Poor – I find having to ring and be placed in a queue at 8 O’clock in the morning is appalling, only to be told no appointments available.

Poor – Have to jump through hoops to see a doctor.

Very Poor – No comment left.

Very Poor – Running late, was waiting 45 mins and appointment was rushed, doctor rude and dismissive.

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