**St Georges Medical Practice**

**Friends & Family Feedback – November 2024**

This month we received 86 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 – I contacted the surgery this morning, explained what I needed and got an appointment the same day. All staff at the surgery were polite and helpful.

Very Good – The Healthcare Assistant was very kind and reassuring; she fully explained all my tests I was undergoing.

Very Good – Appointment on time, friendly helpful staff.

Very Good – I was in on time for my appointment and the doctor was lovely and explained everything to me about my results.

Very Good – Got an appointment quickly now the new phone queuing system is in place.

Very Good – The staff were so kind and understanding.

Good – The PA I saw today was lovely and listened without rushing me.

Good – Pleasant atmosphere. Very helpful and dealt with me quickly.

Good – Had to wait 25 minutes over my appointment time without being told the doctor was running late.

Good – Sometimes the receptionists are rude.

Good – Very clear diagnosis and appropriate actions were given.

Poor – I waited 25 minutes over my appointment time, if I was 25 minutes late I wouldn’t be seen by the doctor. I expect 5 or 10 mins but not 25mins.

Very Poor – The doctor was 1.5 hours late for appointment. No explanation from reception, no update provided. I had missed an appointment due to the punctuality of the doctor. Has I been late I’m sure staff would have had something to say.

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