**St Georges Medical Practice**

**Friends & Family Feedback – December 2024**

This month we received 76 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 – Doctor we saw was brilliant. A really lovely doctor.

Very Good – Received prompt instructions when booking appointment.

Very Good – Didn’t have to wait too ling. Everything was sorted as I expected.

Very Good – Very good service, all done professionally.

Very Good – Managed to get an appointment the same day and had an informative appointment.

Very Good – Easy to get an appointment, GP was brilliant, and the reception staff were fantastic.

Very Good – Your team are forever helpful and kind, giving prompt attention and solving any issues.

Very Good – I can’t fault this practice, the doctors always listen, and I never feel rushed, very thorough, and always go out of their way to help me.

Very Good – Extremely polite and professional staff.

Very Good -

Good – Appointment was fine, lights in waiting room too bright.

Good – Good service and consultation.

Good – On time, no issues.

Good – Having mu bloods done at the surgery is convenient.

Good – Less than 10 mins to wait for appointment and the GP made me feel he was listening to my concerns and worries. Put me at ease that I had nothing to worry about.

Very Poor – An appointment was booked to see a doctor, but when I got there it was with a nurse.

**No negative comments received from Decembers Feedback.**

Having your say helps us improve care for everyone.

Comments are distributed to all doctors and staff and 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