**St Georges Medical Practice**

**Friends & Family Feedback – January 2025**

This month we received 101 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 – From booking in, to prescription no problems. Doctor and reception both lovely.

Very Good – Lovely doctor and receptionist. Nice, clean, bright building.

Very Good – Lovely receptionist this morning, nothing too much trouble. Very understanding.

Very Good – The doctor was lovely with my child and dealt with all my concerns.

Very Good – Professional and friendly.

Very Good – Always satisfied.

Very Good – Staff are professional and courteous.

Very Good – My appointment was on time, doctor very thorough and understanding.

Very Good – Nurse put me at ease for my smear. Quick and simple procedure.

Very Good – Got an appointment the same day for my daughter.

Good – Understanding and caring.

Good – Pleasant nurse who listened.

Good – Didn’t have to wait too long and appointment was quick.

Good – Polite, efficient receptionist. I was offered a same day appointment.

Good – Happy with the service

Good – Good service.

Neither Good Nor Poor – Appointment not on time. Had to wait am extra 30 mins to see doctor.

Poor – I couldn’t have my 2 poorly children seen at the same time. The doctor we saw was very rude.

Very Poor – Had an appointment with a doctor but it wasn’t a doctor, then blood pressure after. This never happened so left. Then got a message saying I did not attend my appointment.

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