**St Georges Medical Practice**

**Friends & Family Feedback – February 2025**

This month we received 75 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 – Very good appointment with the doctor.

Very Good – HCA is lovely and always gets my bloods straight away.

Very Good – Everything thoroughly explained and checked throughout the appointment.

Very Good – The nurse was lovely and made me feel very comfortable.

Very Good – Doctor was professional and discussed everything clearly.

Very Good – Everyone is very helpful.

Very Good – I came away happy and informed.

Very Good – Wasn’t waiting long for my appointment.

Very Good – Excellent care.

Very Good – Always clean and staff always polite and efficient.

Good – Helpful.

Good – Efficient service, not long to wait, addressed my concerns.

Good – All seemed a bit rushed.

Good – Happy with the service.

Good – Appointment on same day.

Good – I felt listened to and received a thorough examination.

Neither Good Nor Poor – It was ok but only allowed to discuss one issue, still waiting for px.

Neither Good Nor Poor – Appointment booking.

Poor – Appointment 25 mins late. Didn’t have much confidence in the doctor.

Poor – Took 25 calls to get through, then 20 mins on hold just to make an appointment.

Very Poor – Doctor would over talk, she wouldn’t listen.

Very Poor – Receptionist I spoke to was rude at 8am.

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