**St Georges Medical Practice**

**Friends & Family Feedback – March 2025**

This month we received 77 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 – The nurse I saw was very nice and chatty.

Very Good – Got an appointment the same day.

Very Good – Easy to book a suitable appointment, great care given.

Very Good – Nice friendly staff.

Very Good – Pleasant staff, appointment on time, nurse explained everything.

Very Good – I was very satisfied with the treatment. I had a very good experience.

Very Good – Prompt and good appointment.

Very Good – Very pleasant, professional service, friendly as expected, detailed appointment.

Very Good – Extremely helpful and understanding.

Very Good – Great surgery, great staff.

Good – Waited 15 mins beyond appointment time but level of care was good.

Good – The nurse was friendly and quick.

Good – Always polite.

Good – Doctor was very thorough.

Good – Friendly and informative.

Good – Very busy, running late but I understand.

Neither Good Nor Poor – Cant get through on a morning, ringing constantly, then put in queue system. Waited 40 mins passed my allocated appointment time.

Poor – I felt as though I didn’t get listened to.

Poor – I felt the doctor invaded my space without telling me she was going to do so. Quite abrupt and off hand in the way she spoke to me.

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