**St Georges Medical Practice**

**Friends & Family Feedback – May 2025**

This month we received 73 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 – Appointment on time, doctor well informed and understood my symptoms.

Very Good – Very polite and nice.

Very Good – Thorough and listened.

Very Good – On time, no fuss and professional.

Very Good – Didn’t have to wait long. Doctor polite & caring. Prescribed treatment and referred.

Very Good – Yoi were all very helpful.

Very Good – Very polite, listened carefully. Felt comfortable throughout.

Very Good – Same day appointment.

Very Good – On time, lovely nurse. Made it easier for my 3-year-old to have his jabs.

Very Good – Don’t have a problem with the practice, I have never been disappointed.

Very Good – Staff friendly & welcoming. I couldn’t wish or anything more or better.

Very Good – Nurse was friendly and professional.

Very Good – Offered a same day appointment. Admin and reception staff open & friendly.

Good – Went over appointment time.

Good – Thoroughly checked over and a plan put in place. Was easy to get an appointment.

Good – The problem has been resolved.

Neither Good Nor Poor – I don’t feel I was listened to. Waited a while for an appointment and I felt it was a waste of time.

Poor – The appointment was over 30 minutes late. The GP didn’t listen and was very under prepared.

Poor – No comment left

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