**St Georges Medical Practice**

**Friends & Family Feedback – June 2025**

This month we received 82 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 – Great team.

Very Good – First class doctor.

Very Good – The person I saw was excellent, very attentive and helped with the questions I asked

Very Good – All staff I came in to contact with were very friendly and professional.

Very Good – The doctor was understanding and listened.

Very Good – Never waiting too long, friendly staff.

Very Good – Very good nurse, very helpful, very pleased.

Very Good – Friendly and efficient.

Very Good – Got an appointment same day and the medication I needed.

Very Good – Informative, good advice, empathetic and understanding.

Very Good – Very quick and lovely nurse who explained everything clearly.

Very Good – Doctor was pleasant and reassuring.

Very Good – Excellent, efficient service as always.

Good – Called in on time, nurse very informative.

Good – Running a bit behind but ok.

Good – Dealt with quickly and professionally.

Poor – Called to book a same day appointment. Booked as a Face-to-face app but I was told it was a telephone appointment so waited for the call. Had to call to check why the doctor hadn’t rung. The doctor finally called after 4 hours of my original appointment time.

Very Poor – Unable to complete examination when I called, waste of time and afternoon off work.

Don’t know – Felt let down by the doctor.

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