**St Georges Medical Practice**

**Friends & Family Feedback – February 2024**

This month we received 66 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 same day, GP friendly and helpful. Prescription service not good.

Very Good – Given a prompt appointment and listened to my concerns.

Very Good – I got a telephone call the same day.

Very Good – Excellent new Physicians Associate MJ.

Good – Doctor listened to me and talked me through options, lovely guy and helpful.

Good – As a busy practice it is sometimes difficult to get appointments.

Good – Polite and quick.

Good – Trying to get appointments while working is impossible. Had to take half day’s holiday.

Neither Good nor Poor – Good doctor, however I waited 45 minutes after my appointment time.

Neither Good nor Poor – Receptionist, poor customer service skills.

Neither Good nor Poor – Had to phone 111 for advice before I could get to see a doctor.

Poor – Told I needed a prescription, but the doctor didn’t send to the pharmacy.

Poor – I was offered medication that was not suitable for pregnancy and could cause abdominal discomfort. No other advice or support given.

Poor – Really struggle to get an appointment, been trying for 4 weeks.

Very Poor – When trying to make an appointment for my eight-year-old daughter on the phone call with the woman, who was very rude and neglected to give my daughter an appointment which is unacceptable as she is not a doctor and it’s not her place to tell me whether she can or cannot have an appointment. The lady was very rude and hopefully this won’t happen to anyone else when they are trying to get their children and appointment.

Having your say helps us improve care for everyone.

Comments are 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