**St Georges Medical Practice**

**Friends & Family Feedback – January 2024**

This month we received 86 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 – Phone answered quickly, got a same day appointment, ran on time, staff friendly.

Very Good – Doctor explained everything to me, he was very good.

Very Good – Get in as soon as possible and always treated with care.

Very Good – Very happy with service.

Good – Doctor I saw was fantastic, but telephone system needs improvement.

Good – Been trying to get an appointment for a week, managed to get one and all went well.

Good – Staff always helpful but appointment system is a nightmare.

Good – Took a while to get through on the phone but once I did, I was offered an appointment.

Neither Good nor Poor – Delay of 20 mins for my appointment.

Neither Good nor Poor – Waiting time still bad and didn’t get seen till after my appointment time.

Neither Good nor Poor – Got a prescription for my daughter who has a milk allergy. 4 days wait at the chemist so had to go to a different chemist.

Poor – Unable to make an appointment.

Poor – I do not think I had time to talk about what was wrong, out in 6 mins. Came away feeling like it was pointless.

Very Poor – 2 weeks trying to get an appointment. Referred to pharmacist who advised I needed to see a GP. Then got a link sent. I don’t often visit the GP but when I do its because I need to. Terrible service. Looking for an alternative GP.

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