**St Georges Medical Practice**

**Friends & Family Feedback – December 2023**

This month we received 37 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, HCA is a nice lady.

Very Good – Receptionist listened to me and was very helpful. Saw GP quickly.

Very Good – Waiting time wasn’t long. Doctor was kind and patient with my son.

Very Good – On time and quick.

Good – Outstanding GP.

Good – HCA always pleasant, gave all the information I needed.

Good – Difficult to get an appointment but when I do always professional and thorough.

Neither Good nor Poor – Can’t get an appointment via receptionist. Had to go through 111.

Neither Good nor Poor – Appointment ran 30 mins late, when finally seen I was in and out in 2 mins. Felt I was rushed.

Poor – Ringing for 2 weeks to get an appointment. Had to get up on my rest day from work to queue outside in the cold.

Poor – Asked in front of everybody by receptionist what was wrong with me, felt embarrassed and disappointed.

Very Poor – 140 calls, no appointments.

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