

Heathgate Medical Practice

Comments from Friends and Family Responses 2025 - 2026

Here are the results of our friends and family questionnaires for the year to date – April to August 2025. This questionnaire asks patients the following national contract question.

‘Overall, how was your experience of our service’.

There are five options for patients with the ability to make comments. We have had **32** responses to date.

- Very good – 30 responses (94%)
- Good – no responses
- Neither good or poor – 1 response (3%)
- Poor – 1 response (3%)
- Very poor – no responses
- Don't know – no responses

The majority of responses have comments alongside the answer to the general question.

Comments

These are extracted from the responses from across the year.

Latest months comments

- We have just joined the Practice and a few days after, it was utter belief to get the right help when it was needed. We can not thank you enough.
- All helpful.
- Great service. Called 2pm Wednesday with a knee problem and a call back from a great doctor during the afternoon. Listened and asked questions. Gave me an appointment the next day with a physiotherapist. Absolutely fantastic. Overall fantastic experience.
- Ellen is amazing – exceptional nurse.
- Fiona very helpful and kind.
- Just had an appointment with a male GP. He is so fantastic. Bedside manner is 10/10. He listens so well and offers practical solutions. Nothing is too much trouble. Lovely to see.
- Amazing – always friendly and efficient. All staff are very helpful but just wanted to thank the lovely nurse Jemma for giving me a calming and pain free injection for my B12, which I always struggle with. She is amazing. Thank you.
- Paige was very good. Prompt, efficient and good advice. Excellent.
- I had an appointment with Jemma, one of the nurses. I would like to say that she is absolutely brilliant, reassuring, friendly and nothing is a problem. She is a real asset to the Practice.
- Two wonderful members of the Practice – in December and January – Adam. Supportive and kind. Knowledgeable and patient. Amazing.

Then in June – Jane. The member of staff who chases referrals for ADHD. She was patient and persistent.

- Excellent – always helpful. Available to answer questions. Feels like family. Could not ask for better treatment.
- Rude receptionist who ignores you. (Patient did not provide their name to allow us to follow up).

Previous months comments

- Once again incredible patient care. Super friendly and helpful staff on reception. Nurse was wonderful. So lucky to have you all.
- Phoned after 2pm. Call back within 2 hours. No appointment needed. Prescription prepared and available shortly after.
- Outstanding! Lottie, Veera and Emma are more than helpful. Please thank them for me. Jemma is just as outstanding as you all are!
- The doctor expedited my appointment to fit in with my holiday. Excellent all round.
- Excellent consultation with Dr Bello.
- Very happy with how change of medication has been so easy.
- Carol has been fantastic, so helpful and caring on my cancer journey.
- Kindness – very quick service.
- The service is always exceptional for me and my family. I feel lucky so be registered here.
- The nurse who took my blood was very professional caring and reassuring. Excellent service.
- Gemma has just done my pneumococcal jab. What a sweetheart! Bubbly, energetic and oozing confidence. Felt to luck to have her as I'd had a rotten day to then.
- I attended my annual review with Jemma who was very thorough and answered all my and concerns and re-assured me. She was very empathetic in her approach regarding my heart/AF issues and what warning signs to be aware of.
- Just to say thank you to the dispensary for all your efforts in making attendance at the surgery effortless. Lovely staff. Nothing is too much trouble. Thank you.
- We are indebted to the service that the Practice provides. All the staff are exceptionally kind and understanding. Thank you all so much.
- Dr Ames demonstrated extreme compassion and care to me. He identified my problem and acted promptly. I would also like to thank Carol's efficiency in contacting Dr Ames.
- This is a direct scan form a response.

COMPLIMENTARY COMMENTS FROM

In addition to providing positive feedback on the following two Doctors, I'd like to place on record my thanks and appreciation to HMP Reception Teams who, with both 'opening-time' 8.15am interactions, provided prompt and efficient service to my 'distress' calls, and who facilitated the return calls from the respective **Duty Doctors** for the day:

Dr Dan Wallace: (Feb./March last year) Dr. Wallace phoned me back within an hour of having learnt of my acute lower abdominal pain. He quickly arranged an appointment, and after thorough questioning, performed an equally thorough examination. His assessment led him to suggest that I should undertake an Ultra-sound scan. He referred me to a consultant who in turn examined me, and booked me in for the Ultra-Sound. The Scan didn't show up anything other than some 'indeterminate shadow' in my bladder, but also a mild inguinal hernia. The consultant suggested that I have a Cystoscopy which I did, and thankfully it did not reveal anything sinister. I can report that I haven't had any recurrence of the lower abdominal pain. But I have had peace-of-mind! And I so appreciate Dr Wallace's care and attention.

Dr Johnathan Millsted: Dr Millsted likewise responded promptly in response to my report to Reception that I had experienced significant, extended-duration, and worrying heart palpitations/arrhythm overnight. Dr Millsted arranged for me to come in to undergo an ECG. This I did, and the results were sent through to his consulting room, and I was called in. He identified some irregularities that he was not happy with. He wanted me to have a Scan, but the consultant cardiologist (Dr Cairistine Grahame-Clarke) asked to examine me first. Her examination indicated what she identified as 'heart-block - 2nd degree'. Given my age and health conditions she strongly suggested a Pacemaker implant. My wife and I initially balked at this proposition, but having then researched the matter, decided to go ahead. The pacemaker procedure was done on 25/01/2025. During the procedure another 'heart-block' episode was noted. I'm so grateful to Dr Millsted for his concern and his thoroughness.

WELL DONE ALL ROUND!!

- Heathgate surgery – awesome. Offering 'late night shopping' for people who work and early mornings. Prompt phone calls back. All lovely staff.
- Why can we never get an appointment to see a Doctor at Rockland St Mary when the waiting room is always empty (no name provided).
- Excellent co-ordination at Reception in re-arranging appointments. First class support with my personal situation. Nurses also very kind and polite.