

Friends and Family
PPG Feedback

Results period:
December 2022

Completed Questionnaires:

0 paper slip completed
0 completed at Kiosk
115 Completed Via Mjog
0 Completed via the website

Results:

99 Very Good
9 Good
3 Poor
1 Very Poor
2 neither Good nor Poor
1 didn't know

Comments received:

Mjog

- Well tried getting in doctors a few times but always booked up when I phone went to day but felt I was rushed I know he has only 10 mins for each patient but every time I told him of my conditions leg pain /rash on my arm/ and took a water sample
- Got me an appointment early in the morning, no waiting time upon arrival, polite, professional service and advice from the Dr. Always had a great experience at homestead.
- It was good because she listened to my problem and checked and is helping to sort it and had time for me being deaf too so thanks
- Because the person I saw didn't listen to what I was saying.
- Friendly staff member, answered all questions , overall very good experience.
- Because she listened
- The Doctor was friendly knowledgeable and helpful
- Because our appointment today was outstanding! The nurse was really friendly and kind
- Made to feel welcome and listened to.
- Dealt with efficiently and Quickly
- Professional friendly service
- Appointment was on time. The nurse was very informative and helpful with my questions. She put me at ease. She listened to everything I asked about.
- Good appointment with no delays

- Nurse Emma was very pleasant as always and did my flu jab very quickly
- Had appointment with nurse. Receptionist said I needed to see nurse. Following discussion with nurse she apologised as I did not need to see her. She made appointment with Dr. Nurse friendly and helpful.
- Natalie was very friendly & helpful. She answered all my questions & provided me with extra information even printing a leaflet for me to better understand about HbA1c. She is an asset to the team.
- Appointment on time nurse very nice and pleasant.
- Homestead Medical Centre has always been very good and quick at sorting me out when ill and today (06/12/22) was no exception...I appreciate the NHS is very stretched but I was dealt with the same level care and compassion as always.
- The appointment was offered on the day and the doctor helped me with all my problems I felt listened to and at ease xx
- Doctor was very pleasant
- I was called in before my appointment time with Lisa the nurse and I had forgotten my blood form so I went back home to get it then went back and was called straight back in.
- Blood test carried out efficiently by Lisa who is always really professional and friendly.
- The whole experience was quick and seemingly well organised, all over within about 10 minutes, brilliant.
- Quick flu jab appointment.
- Donna was excellent. Very pleasant lady who listened well and put a plan in place to move forward.
- Very good
- The staff are always friendly. This is all staff, doctors nurses and reception staff. They listen and treat you like a real person. Obviously I don't like going to the doctors but the staff here make you feel welcome and accepted.
- Very good friendly service
- Appointment on time Nurse very nice and friendly
- Quick and very efficient
- Called in at the doctors. Got an appointment for the next day all done and dusted
- Friendly staff. Appointment was on time. Nurse explained about procedure to alleviate concerns
- Great doctor and nurse, very patient and explained the process in detail.
- Called first thing this morning and got an appointment straight away and was in and out within minutes very impressed
- Dr was not interested
- Very understanding doctor. Felt at ease and listened to. Caring and compassionate. Able to get an appointment immediately.
- The Doctor was attentive understanding helpful and thorough investigating our concerns. We benefited from the consultation
- I got in very quickly and as always we had a quick chat as she did my bloods.
- Took several days of ringing to be able to get an appointment at the right time but the actual appointment was great, didn't have to wait too long and the person we saw was lovely and patient.

- Very good
- Dr Rogbeer was very kind and understanding.
- Excellent treatment from nurse she explained everything very well making me feel very comfortable
- Listened & spoke to me about my problem
- Cause Donna is very helpful
- Staff helpful and friendly. Surgery nice and clean
- Yes the receptionist was helpful and cheerful and the doctor was good explained things perfectly and easy to understand and also very patient with me thank you
- Doctor was very caring and easy to talk to.
- Sarah Extremely professional and easy to talk to
- I think this was good attention give the patient
- Still got my itching skin , and will have a lovely Xmas scratching . I'm fed up can't get a cure . Shortly there must be something I can take ?
- Emma is always lovely and she never makes you feel rushed Thank you
- Great caring staff in all areas
- Very efficient today
- The young lady who took my bloods etc was so kind and pleasant
- Very professional & reassuring approach.
- Saw a different doctor this time
- I always find everyone at surgery very supportive and helpful
- When I rang for appointment after telling receptionist what was wrong she said I had to go to pharmacy for them to tell me with tonsillitis I needed to see a doctor for a prescription so had to call to doctors only to go home then come back
- Seen on time and the treatment I received from a locum nurse was a high standard as I always get at Homestead Medical Centre. It's always Top of the Docs for me!!!!
- I was dealt with promptly with out any delays
- Good and helpful doctor
- Quick appointment and before my allotted time and good diagnosis
- Complete understanding of my problem by nurse. Good prescription drug to aid my discomfort. Pleasant conversation.
- Because the lady I saw is very good at her job and takes time to make sure you are ok and understand the things she tells you
- My experience was really good because I feel like I wasn't rushed whilst being there and I actually got seen to quite quickly and the doctor was really helpful and informative.
- Very thorough examination and understood my concern
- The doctor that attended my daughter is very kind and caring and listens to everything a parent has to say she is a light in the world. Also thank you to the surgery for prompt appointments
- Easy to arrange the appointment and seen pretty much as soon as we got to the surgery
- The Dr listen very carefully and help me straight forward. Thanks to her
- Appointment on time and excellent service. Put at ease And a an excellent nurse
Seasons Greetings to all .
- Prompt efficient

- Dr Prabhu is best
- Thorough examination as felt listened to not rushed
- Phone this morning managed to get an appointment. Was take in bang on time and I felt she examined my knee thoroughly.
- Doctor very helpful
- It was a little annoying having to book the appointment a month ago, but once I went in, I got seen on time, the doctor was very attentive and she gave me good advice and made a referral for physio too so overall, pleased with the service
- Reception staff very friendly, clean waiting area, was listened to by medical staff and reception staff.
- The doctor always go extra mile
- Very good as I said explained everything clearly to me cannot fault the consultation
- Rude receptionist
- The doctor told the truth about *** not having Asthma
- I had to wait over 15mins to see the Dr, otherwise I would have given a Very Good response. The Dr was very professional and listened well and even took the time to wish me a Happy New Year
- The doctor I spoke to was very understanding through and had a lovely manner thankyou
- Doctor was very thorough and explained everything
- An appropriate response to my request hopefully offering a secure solution to my concerns
- We didn't get any help with our problem
- Really good doctor, good atmosphere