

Friends and Family
PPG Feedback

Results period:
November 2022

Completed Questionnaires:

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

Results:

124 Very Good

14 Good

5 Poor

3 Very Poor

3 neither Good nor Poor

1 didn't know

Comments received:

Paper

- Can never get a face to face appointment
- Sarah Richardson – what a lovely lady, thank you for putting me at ease. Its refreshing to come to the doctors and leave feeling happy. You deserve a payrise

Mjog

- The nurse I saw today is very understanding and caring she's always ready to answer any of my questions.
- Straight in and out, Easy
- The nurse was very polite and helpful. She understood my anxiety and she made me feel comfortable and safe.
- The nurse was very nice and helpful
- Good staff
- On time. Staff really nice
- Sorry I was late can I make next appointment
- Because she was very kind and she looked after me because I was scared
- Was booked in the day before but got cancelled as i was driving to my appointment re-booked for day after had to rush & only just made it on time
- The nurse was amazing helpful and caring
- The doctor was very friendly n i went knowing what was wrong
- The Doctor was great.

- He was very polite, caring and professional.
- I was called in on time, the doctor listened to my issues and advices accordingly
- GP WAS FANTASTIC TO SAY HES NEW VERY THOROUGH THE RECEPTIONIST WAS RUDE
- I just do
- Spot on time very good nurse who then went out of her way to sort out a flu jab appointment for my wife and myself
- I had a very good experience with Dr. Rogbeer today. She was very thorough and gentle in her approach with excellent bedside manners.
- Thankyou
- Asked questions that were v emotional for me obviously on my file not checked. Told Dr I was concerned about numbness in my left leg. told running late got no time to check anything! Rarely go to docs and nearly cost me my life for that reason no faith!
- The nurse I saw was very reassuring and sat and listened and helped me with the issues I raised while I was there that's been on going for months and months . I went away feeling a lot better
- On time, efficient and friendly.
- Easy and fast and on time
- Straight in and very quick to be seen , even out before my appointment time .
- Not glad to be back at work so quickly though. ?
- Very fast , in and put flu vaccine appointment, friendly
- Got in on time and the nurse was very pleasant
- Professionally done and courteous
- Good service very good at getting appointments
- In & out quickly
- Good service on time and polite
- I was on time and greeted with smile
- She was very nice and professional
- The doctor carefully provided translation and checked my wrist for me and made an appointment for my next checkup, very professional.
- I was seen very well by the doctor
- I gave an answer of good and not very good, as I was late going into my appointment. All other aspects of the visit were good.
- I came for a flu jab. It was and on time
- Dr Rogbeer is always so pleasant, caring and considerate. She takes interest in you as a patient and does everything to help you. Amazing gp
- Telephone appointment booked for 08:40 however didn't receive a call until 11:00, no apologies and no real explanation of the medical issues discussed just that I need blood tests to either confirm or rule out suspected issues.
- The doctor I saw was lovely
- 30mins late again but fab service from the doctor
- Always an excellent and informative appointment with Donna. Thank you for your help. Great service.
- She was so nice to me.
- Because I've been trying to get an appointment with the doctors since Monday.
- Quick appointment with all the help and information I required

- Nurse practitioner was lovely, I got upset and she was comforting and listened to my issue. I heard the receptionists chatting to patients and they were very friendly and positive.
- I felt I'd been listened to and left the surgery happier than when I entered
- The nurse was amazing, she made Fred's feel at ease
- The nurse made my daughter feel so at ease.
- The doctor was very kind and lovely to talk to and made me feel very relaxed during my implant procedure. Also didn't feel a thing so was happy with that too
- Very good examination the doctor was really good
- I had no trouble getting an appointment. The doctor was caring and understanding
- Because the nurse is very welcome.
- As his parent, I was listened to. I was reassured that it was viral as my concerns were about my son having a chest infection. Advised to continue managing as I have been
- I had to wait 25 minutes before I was even seen and when I did see someone they did minimal checks and said my problem was viral even with family history of asthma and was told to maybe purchase over the counter cough medicine which wouldn't help.
- The Dr I saw was very kind and easy to talk to. She was very thorough in all aspects of my mental health state and assessment of pain I experience. She explained things very well and in detail. I knew that I was safe and in good hands with Dr Prabhu.
- Plenty of parking spaces. Clean and tidy premises. Polite staff. My appointment was quickly confirmed and I was waiting only a few minutes before being seen. Very efficient.
- Dr was excellent
- Very professional, friendly and helpful
- The doctor was very good listened to all my symptoms n diagnosed me a truly caring doctor who gave me a full examination and advised me what to do it my symptoms got worse
- Very good service
- Because I am pleased with most of what takes place amen I am there.
- I am thoroughly satisfied that I had a full health check. My nurse practitioner was kind and caring. Thankyou
- Was listened to, had empathy and understanding.
- Perfect appointment timing as well as very good service.
- Appointment on time, lovely staff!
- The nurse was very knowledgeable and understanding which made me feel at ease. She also listened to all my medical problems.
- Someone actually listened and I got progress
- I've never got anything other than fantastic service from all homestead medical centre, and today was no exception.
- Not to long before it was my turn no . messing sleeve up done and dusted and on my way home thank you.
- Friendly staff
- Saw my own gp on Saturday flu jab given
- Always helpful very efficient and friendly
- Best doctor at your practice a few others not so good

- Quick in and out politely run
 - Didn't feel the needle go in very efficient and a pleasant doctor
 - No waiting on time very quick
 - professional and friendly service. Its clean .
 - Emma is absolutely lovely. I came for a smear as I was told by a doctor I was a year over due. When I turned up I was not scheduled a smear until 2024 so a waste of mine and Emma's time.
 - I was treated with disrespect and my issues seemed to be ignored. She made me rush my appointment to not disappoint other ?patients?. Am I not a patient? And should be treated? She made me feel so low and upset and left me crying on the way home.
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- Warm welcome to the clinic and lovely service
 - Very caring and thorough
 - Emma was very professional and listened to me
 - Appointment was late as always by almost 15 mins. Doctor was very good. Couldn't see the doctor with 2 problems have to book a second appointment for my sons eczema rather than sorting it all in one appointment, ridiculous.
 - Very efficient; in and out in 5 minutes. Painless injection 10/10
 - I've not had a great experience with previous doctors & menopause care and have been considering changing surgeries. However, I attended an appointment with Donna Howard who was very understanding and knowledgeable. Lucky to have her
 - Very happy I managed to get in the Dr's
 - My surgery was fast and I felt safe all the way through .
 - She was very good at her job she checked were the pain was coming from and give me a good check over with my back
 - Nothing to fault.
 - I attended for a blood test for annual review, no notes for locum to say it was for bloods, said it was weight etc check. Nurse was very good and took my bloods although too late to go that day and May need doing again. I took time off work to attend
 - I work as a teacher so I'm unable to book appointments in term time. I had a staff training day today, wanted to get a doc to examine me today but was asked to book again, so won't get seen until 28th December now which is over a month away
 - Managed to get a fast face to face appointment for my little boy and the Dr was lovely and empathetic.
 - Just waiting time unfortunately
 - Everything important addressed. Nurse was excellent.
 - It always is good when I finally get to see the person I need to see.
 - I was seen by Dawn and another nurse observing. I felt like they had listened and understood me. I went away feeling positive that something could be done to help me with my menopause issues.
 - The nurse was very friendly
 - Very friendly nurse and informative
 - I didn't have any problem getting an appointment to see a doctor and I was satisfied with the doctors advice.

- The lady followed Covid rules and was friendly
- Great service ? good qualified doctors..
- Very thorough.
- Explained everything well. Helpful
- Throughout covid I have struggled to even get a telephone app. Today I rang and spoke with a lovely friendly receptionist and got offered a face to face appointment. The doctor I saw was extremely helpful and understanding. Brilliant service
- Phone answered quickly, appointment set within 1.5 hours. Gp was kind, patient and professional, discussed possible in layman's terms
- Very helpful
- Doctor was good and knowledgeable. Dr Mohammed Anwar checked my daughter properly
- Was seen early rather than late nurse very pleasant
- It was our first time using the NHS, everything was efficient.
- Emma and Sarah (trainee) were very empathetic when explaining the procedures, answering q's and next steps. More people at the practice, especially those who give the first impressions via the phone or on arrival could take a leaf out of Emma's book.
- Doctor is very caring and receptionist is very helpful Thanks
- The nurse is very nice and welcoming
- Prompt polite caring service.
- Just my personnel opinion.