

Friends and Family  
PPG Feedback

Results period:  
October 2022

Completed Questionnaires:

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

Results:

358 Very Good  
  
41 Good  
  
4 Poor  
  
12 Very Poor  
  
7 neither Good nor Poor  
  
4 didn't know

Comments received:

Paper

- I have been disappointed with the situation of not seeing a doctor, but I do have blood tests + she is very nice. I also saw Dr Aburo and felt very comfortable she was extremely good and seems like a caring doctor

Mjog

- Been to see Donna she is worth her weight in gold fantastic to talk to
- Nurse Lisa, is so good at her job. I look forward to having my blood taken from her. Thank u Lisa.
- Really feel like the doctor cares and gave me the time needed thank you Dr Prabhu
- Really good service from start to finish.
- I didn't even have an appointment
- I dont find it acceptable as a woman with mental health n anxiety to be texted and told that you had a appointment u missed which I never knew about !
- Everyone is very helpful down there and it is an efficient well run practice.
- Lovely caring service from the receptionist she even knew my name and asked if I was ok as I want able to breathe properly due to asthma.
- The nurse i saw , Helen , spot on . put me totally at ease . lovely women and made me feel ok being at the docs when we all know going to the docs can
- My appointment at 11:45 today at Homestead medical centre, was very good. The nurse done absolutely fantastic , brilliant job
- Excellent service. Many thanks.

- I've been waiting for over 2 years to have my ears syringed could you please put me on hurry up fed up of being deaf thanks
- It's was great to meet the doctors again
- Homestead Medical Centre staff are always helpful and pleasant and send regular texts when Covid and Flu jabs are available.
- Having put off visiting due to covid I was immediately given a phone appointment then a follow up face to face appt in the same day. I was so impressed.
- Excellent staff very friendly excellent service thank you so much
- The process was straightforward despite my appointment being delayed by 10 minutes despite it being only 08.45.
- Excellent service and the staff were very polite and helpful
- I didn't attend an appointment, it was cancelled for the second time. I do not have enough space with 250 letters to explain how upset I am or go into detail but I have been left feeling really poorly and treated terribly
- So thankful for the kind service given to me by Nurse Lisa Bartram, she's been helpful to let me have my other needed tests
- The nurse/doctor who I saw was reassuring ,competent, and friendly
- The doctors I saw this morning was excellent , he explained everything to me , and put my mind at ease ,
- A huge thankyou to Natalie for still seeing me today when I forgot to bring my B12. So often you would be told to make another appointment, however Natal
- Nurses are fantastic.
- Because I got to see a doctor that's why why instead of waiting on the phone
- Was offered a face to face appointment
- The appointment was not rushed. A genuine caring approach.
- because I am treated well and I have good help from you
- Wasn't kept waiting and was able to arrange follow up appointment
- The nurse I had my appointment with today was lovely.
- Because the doctor took me seriously
- Good quick service and nice polite nurse
  - The nurse was very professional but ? She said oohh loads ov bubbles came out ?
  - I was dealt with care and politeness
- Very personable nurse who genuinely cares
- Found nurse to be extremely professional and caring
- I didn't wait too long, nurse was kind and helpful
- Quick, painless, lovely staff
- Prompt. Great relaxing manner and answered all questions.
- All the nurses are great at Homestead.
 

However the appointment system needs to be drastically improved my daughter works 7-6pm with Wednesday off and is unable to pre book appointment, this needs addressing immediately.
- I was greeted at Reception and had literally just sat down when I was buzzed through to the nurse.
- Everyone was friendly and I was well looked after.
- Very efficient thank you
- Very helpful

- Doctor was polite and did what he arranged to do
- Doctor was very good and explained everything and was very welcoming when first walking in
- Felt like the doctor listened to what I was saying which in turn made me leave the appointment happier
- The Nurse was very helpful, explaining what the tests were for and when the results could be expected etc.
- I am very disappointed. I texted for 2 days asking for help because I have a skin problem where I couldn't sleep at night and my skin itched and was refused. I made an appointment with the doctor today. The doctor was dissatisfied..
- Seen promptly, nurses and doctors were amazing with him and made it more relaxed. Spent the last 2 days there and nothing I would moan about.
- The lady who I saw was very professional and answered any questions I had in a clear and understandable way
- Lovely lady tried to syringe my ear but it was solid wax so need to make another appointment
- Friendly efficient and excellent clinical practice
- A full surgery, quickly despatched , good organisation.
- Prompt pleasant and reassuring professional service from the nurse.
- I went for my flu injection today, my appointment was on time so I was very pleased.

#### Well organised

- Friendly atmosphere, always willing to answer your questions. A no nonsense service.
  - Quick appointment and friendly staff and health professionals.
  - Had to wait 10 minutes after appointment time for vaccination apart from that good service
  - Very efficient and professional
  - I did not have to wait long and the process was quick and professional. reception staff are very nice.
- 
- Arrived late due to road works
  - Exactly on time, extremely friendly doctor, very neat flu injection.
  - I was in and out in no time, and the doctors are probably giving up their weekends to get this done. Well done to all involved, thank you very much ? xx
  - Quick and efficient, except for running late
  - quick and efficient
  - quick and efficient
  - In and out, very speedy service and great staff.
  - Friendly and professional reception staff.
  - Everything was organised to a tee. We came a little early and were allowed to go in more or less straight away
  - The nurse explained everything before we had our vaccine.
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- I had Donna who is brilliant at her job
  - Very efficient. Everyone seemed to know what they were doing. Appreciated that there was a Saturday clinic.
  - Nurse is accommodating and had a smiley face
  - All staff so friendly and helpful
  - Warm caring attitude that makes you feel at ease
  - Short waiting time and a large amount of patients for vaccination.
  - He was quick I was in and out in less than 5 mins and helpful
  - Had a text to book, phoned up and got an appointment couple of days later. Checked in and was vaccinated and out again within 5 minutes.

- Hi excellent service!! Straight in on time.
  - Lovely nurse
  - The appointment was quick and the staff- dr Rogbeer was very pleasant and helpful.
  - Bosman was great n a great smile thanks
  - Service was very good appointment on time no waiting dr was very friendly
  - Very relaxing good bedside manner
  - Excellent and efficient service
  - You asked
  - Tried to cancel appointment as I have a chest infection so didn't go
  - Very friendly welcome from receptionist and the nurse was lovely and professional.
  - Very very good
  - Did not have to wait long
  - Did not have to wait long Dr Rogbeer was lovely
  - I was made to feel very welcome and comfortable in a very relaxed atmosphere. I felt at ease with the nurse, it couldn't have been any better. Thank you.
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- No waiting very confident staff very well organised very smooth service all completed with a smile  
Thank you
- 
- Very efficient, quick service
  - Was seen at my correct appointment time.
  - Excellent + professional treatment over + above expectations. A very good GP practice
  - Always treat very well + am very satisfied
  - Very polite friendly staff and seen quickly.
  - Quick and eff
  - Well organised and everyone through in no time for flu jab
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- Because Dr Rogbeer was very kind we appreciate our doctors at homestead surgery. All the nurses and doctors look after us really well.
  - The appointment was exactly on time. I always feel that I have been treated with respect and curtesy in a friendly and professional manner.
  - Very poor help from gp. I asked to send pictures of rash over or to be seen and the answer was ?there is no point?.  
Disappointed as I had to seek out help in out of hours and walk in centre to get help needed. Very poor and will be escalating this.