

Friends and Family
PPG Feedback

Results period:
September 2022

Completed Questionnaires:

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

Results:

233 Very Good

24 Good

5 Poor

18 Very Poor

6 neither Good nor Poor

1 didn't know

Comments received:

Paper

Mjog

- Quick and easy to get through to the surgery on the phone
- I booked a telephone appointment and was not called back
- Very friendly and efficient service, I always completely understand all care and instructions given to me. A big thank you.
- The nurse was very kind and patient with me.
- Happy with the service received, thank you.
- Getting an appointment to see a doctor at Homestead is harder than breaking out of Alcatraz it is certainly not a pleasant experience at the best of time
- Me and my daughter had our 8 week check up today the doctor couldnt have been any greater (forgotten her name)
- You really need to be proud of the lady I seen this morning (sorry I've forgotten her name through being overwhelmed that I'm finally being listened to
- Emma woodhouse is a lovely lady, always very professional and her guidance and support has been welcoming to myself and towards my girls over the years.
- Donna Howard is amazing. Cannot praise her enough. Each and every time I have had an appointment with her she's always shown sympathy n such a caring nature
- Great to get an appointment , but had to wait 30 minutes over my appointment time to be seen .
- My experience today was very friendly staff and always been good manners

- Thank you
- Dr listened. Approachable. Helpful.
- Visited the surgery this morning and said I needed my medication today as going on holiday in the morning and I have anxiety so was worrying about it.
- The nurse was very good I didn't feel the needle go in.?
- I saw Lisa today for a blood test, and, as always, she was very personable
- Waiting for 40 minutes to be seen by the doctor who obviously when inside rushed the whole appointment. Didn't get chance to explain much about the problem
- Dr Prabu is very thorough, she actively listens and takes action where needed. She presents as having a nurturing nature and makes you feel at ease
- My appointment was over an hour late and didn't even get an apology from the doctor. Terrible service
- Friendly, discussed tests and time for results. Very good.
- Ok thank you xx
- Friendly welcome. Explained the purpose of the tests. Answered my questions fully and chased some outstanding questions
- Lisa was amazing with the blood test, she knew how scared I was and just spoke and asked really nice questions as she was doing it
- The doctor was very good and explained everything thank you
- Very long wait time if someone is late cancel there appointment don't let the other person wait who is on time
- Lauren Swakamisa is an asset to this medical centre. It is very rare you see any clinician/ GP with genuine compassion these days. Rarely can you see a c
- Didn't even ring me or leave a voice mail like the notes are saying useless
- Helped massively. Listened. Talked through things. Not rushed. Offered further help.
- Please pass my thanks to the lady my ap'ment was with....good manner, professional and knowledgeable
- Please thank nurse who was extra helpful to my son who was panicky before his blood test much appreciated
- Very friendly service and very helpful thanks
- Brilliant service, very nice nurse, appointment on time
- Helen was incredibly knowledgeable and understanding. She is a credit to the surgery. Thank you so much
- Always a good experience. The reception staff are always nice and very efficient.
- Lovely , friendly young lady , gave good advice , very satisfied with the care given
- The young doctor we saw this morning was absolutely first rate.... very understanding and helpful...and very good people skills
- Really good appointment, helen was very nice friendly helpful informative and put me at ease straight away.
- Very prompt service and very good doctor.
- Staff very friendly and efficient as always. Well done