

Friends and Family  
PPG Feedback

Results period:  
January 2023

Completed Questionnaires:

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

Results:

116 Very Good  
  
23 Good  
  
6 Poor  
  
7 Very Poor  
  
4 neither Good nor Poor  
  
0 didn't know

Comments received:

Mjog

- Helpful staff
- It was on time and got my medication ok
- The person I saw explained everything and listened to me as well.
- The doctor we saw today was so lovely, even though she was running 30minutes behind, the service she gave was above and beyond and she actually cared.
- Everything was fine.. nothing wrong.
- I'm in pain, I have white, strep throat, muscle sore and cough and they gave paracetamol. Really?
- Very helpful and polite staff
- All staff friendly, doctor very thorough
- My doctor is very understanding and helpful and gave me a lot of guidance and help
- The appointment was 30 mins late, however the treatment was worth waiting 1hr for. Listened to my problems rather than dismiss them, brilliant.
- Nice staff. Prompt service
- Got an appointment to see a Doctor
- Took a long time to get through but dealt with efficiently and thoroughly after that
- Friendly and very helpful
- examination from the doctor was very good
- Was seen within the time frame and was attended very professional

- This time I was understood and my problem heard. Doctor sorted it the best way she could. I've got service even better than I expected and at this moment it's kind of rear.
- No help
- The nurse was very efficient and sympathetic. She was very friendly.
- The nurse was attentive, friendly, and extremely helpful.
- I was offered no resolution or option even though I was told by the Consultant at Hospital to contact my GP should my symptoms get worse
- Manage to get appointment with nurse , happy with that.
- Understood my problem and listened
- Same day face to face appointment. Appointment only running 10 mins late.
- I don't ever feel listened to at this drs. I'm not asked my history and leave feeling like everything's in my head. As a young adult in my 20s I am now considering bringing my mum who's a nurse with me to the next appointment
- Nurse was thorough, patient and courteous.
- Never had a problem Nurse was thorough, patient and courteous. m with homestead always there to help thank you
- I was seen very soon and got the results I wanted
- The nurse I saw was great but the doctors a big let down every time, cancelling my medication because I had a blood test coming up!! So I was off my very important medication for my mental health then had to organise them again which distressed me.
- The nurse was so pleasant and helpful. She was very thorough and listened to my concerns
- Kind and considerate care at the appropriate level of expertise.
- Called to book an appt with a doctor to be referred for a scan. Appt was booked with a nurse who told me a doctor would need to review notes and check if suitable to be referred and I would be called back. 3 days later and no call back. Very poor.
- Very efficient services
- Was good service and got help for the terrible pain i was in
- The nurses which I have been seeing at that day where very professional, nice to talk to.
- I was waiting for over 25 minutes. Luckily I wasn't in a rush. The member of staff I saw was apologetic & really friendly. Also you can never ever get an appointment and it seems because there isn't any doctors?? The appointment system needs changing.
- The nurse was friendly and engaging, listened to me and recorded carefully my various symptoms and carried out all the procedures to a high professional standard.
- I was pleased to get a face to face appointment today. And with a gp who I trust.
- After recently joining homestead doctors I have received a lot of help with problems with my health that were worrying me
- My doctor was very understanding and helpful
- After consultation with the Pharmacy I was advised to request an appointment with my GP. I called this morning and was seen this afternoon.
- She was absolutely brilliant
- I was listened to and a plan for going forward was agreed.
- Because I didn't wait so long time and she's very good

- I saw in my experience best Dr Prabhu
- I had a very positive and helpful experience very friendly staff who made me feel welcome
- Most of staff are always polite and helpful
- Something needs to change with the booking process. It shouldn't be so stressful and off putting trying to see your doctor. I felt judged my daughter has suffered for months with ear problems but I knew I wouldn't be able to get her in and struggled to
- I think it was very good
- A half hour delay when told only 4minutes was frustrating
- Excellent
- Lisa was very helpful and informative
- This is the 1st nurse for over 11 years that has actually told us what the routine blood tests actually check for. Very friendly lady.
- Did not have to wait past time, and was very well looked after
- Good.
- Quick to get a response from my GP through online services. They recommended an appointment. It was then quick to ring and book an appointment. I also did not have to wait long in the waiting room when I visited for my appointment.
- The nurse had very good communication skills. She was polite and friendly.
- The nurse I saw who I believe is Emma, really makes you feel at ease whilst been professional and I felt able to talk to her openly and honestly about how I feel without feeling judged or embarrassed, the surgery is very fortunate to have her
- Didn't have to wait long. The nurse was very pleasant and actually listened. Thank you
- Very good dr
- GP just disregard my thoughts and opinions. He said take paracetamol for my tonsillitis and I won't pass it on. And to just keep taking over the counter omeprazole for my constant indigestion. No solutions in place. Just keep doing what I'm doing.
- I felt that I was dealt with professionally and with warmth and left with confidence that my problem was important and would be investigated.
- We were very pleased with our doctor's appointment on January 17, at 4.40. This is the first time we have been examined so well. Thank you very much.
- A pleasure to see the doctor, always happy and smiling ?
- Got treated with respect.
- The attendance was very good.
- Brilliant doctor
- All my questions were answered so I could understand. The nurse was very pleasant and considerate.
- Very thorough and caring consultation by Dr Rogbeer.
- Good nurse easy to talk to
- They will only see you for 1 thing at a time. Can only book an appointment for a doctor on the day.
- Very professional healthcare worker

- The nurse I saw was friendly and listened well to the issues I had. The only reason for not giving the highest is because I requested an appointment with a doctor which isn't what I received.
- Appointment was on time. Nurse was really nice and caring.
- Because the doctor gave some very good advice as me and my siblings have tonsillitis.
- Excellent nurse, for blood test, BP, etc. Diabetic check. Very friendly, lovely girl.
- The nurse made me feel very at ease and was talking me through my procedure as I was nervous of having bloods done I had nothing to worry about I didn't feel a thing she did a great job Thank you
- Everything was fine doctor very helpful
- The nurse was very helpful and went through everything and explained it all to me
- Superb service
- Donna was excellent
- Always get an appointment, the doctor who helped me through the passing of both my parents last year was great. She was caring, helpful and I knew she would be there if I needed more help and advice. Overall good, efficient, kept informed .
- I have been with Homestead a number of years and have received the same satisfactory treatment and advice from GPs and nurses from day one until today. Thank you
- Would have been 5 but my appointment was 10 minutes later
- Got the help I needed
- Good when you can finally get an appointment.
- There were good with me and help with what I needed
- The doctor was so understanding and listened to everything I told her.
- Seen on time Nurse very lovely and friendly explained bp etc
- The doctor was very humane and showed real interest in the purpose of my attendance. She has an excellent medical ethics
- Hi, I would like to see more of these types of appointments because I was checked out and given good advice of which I'm following. I reckon if there was a cause for concern, then the care would be escalated further, but all in all I'm very please.
- The nurse was on time, very polite and felt I was given very professional answers to some of my questions.
- The practice Nurse, was very patient and made me feel at ease, was a little stressed but she explained everything and let me take my time, she also helped me with another problem.
- The clinician I saw was unbelievably good. Would recommend
- Emma was very friendly and pleasant and explained everything this morning.
- Slick service to book, a text reminder sent, no wait time and 3 medical professionals there to assure and carry out the medical procedure :)
- Very good personnel every thing on time I m very happy with Homestead
- The doctor was very good and explained everything to me and the nurse we gave my granddaughter her injections was very gentle
- I explained my situation and the response I was given was ?what do you want me to do about it? I went as this has been an on going problem and a friend had the same situation which turned out to be cancer.

- Asked for appointment got one same day
- Nurse was excellent - pleasant and professional
- Saw Nurse for routine smear, lovely friendly woman who put me at ease.
- This nurse is amazing
- I went to the centre as I had been getting problems in my back, with frequent bouts of back spasms the answer from the practice nurse was ?you know what's wrong with your back so its old age. Not a very nice person to look after the elderly patients
- Sarah the diabetic nurse is really nice and offers good advice
- Only waited 2 days for face to face appointment,
- Doctor was excellent
- Because i don't receive good treatment from doctors
- The person seen basically told my 14 year old daughter she had flat feet and to take painkillers and that she would have to live with it for the rest of her life.
- Refused to look into medical history from early years and made my daughter upset
- Excellent service/interaction with the nurse sadly did not balance out the rude, sarcastic, obnoxious way I was spoken to by the receptionist who called me in the morning to \*insist\* I had to come in for a review I didn't need.
- Quick efficient and understanding
- Very Good Doctor, good listener, and understanding,
- Doctor was very nice and listened and gave a thorough exam
- Polite staff. Appointment pretty much on time
- Informative and efficient, professional
- Donna the nurse is very good and very helpful
- It was explained to me step by step, really felt at ease.
- Quite good for time , only waited 5/6 mins , Natalie friendly and professional
- Thankyou
- It was for a health check, with a very friendly practice nurse. All questions and procedures were explained. I am 72 so the nurse also went through services that are there if I felt I was acting or feeling different. Came home feeling very reassured
- Everything its fine