

Friends and Family  
PPG Feedback

Results period:  
February 2023

Completed Questionnaires:

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

Results:

94 Very Good  
  
11 Good  
  
2 Poor  
  
7 Very Poor  
  
2 neither Good nor Poor  
  
0 didn't know

Comments received:

Mjog

- Natalie is very friendly and professional. She is adept at using the needle to withdraw blood without giving any discomfort.
- Appointment on time. Doctor was thorough, prescribed treatment and made appropriate referral. This should have been done at previous appointment with a different doctor for the same issue but wasn't meaning treatment has been delayed.
- I came in and was seen very quickly the midwife was super friendly and explained everything
- Yesterday I visited for my 3 yearly smear test. Emma the nurse was fabulous, really made me feel at ease and the procedure was very quick. I also asked if Emma could give me some advice about an issue I was experiencing and she was more than helpful.
- On time very pleasant nurse
- Clear informative friendly
- Donna the nurse that I was seen by was very professional and made feel very comfortable talking to her
- Just seem to wait a while for you to go in for your appointment
- No problems. Treated with respect and empathy
- Nurse was lovely , explained everything early and gave me a guide on when to do to what I need to do.

- Receptionist was very clear and professional and took delivery of my used sharps box. Also advised me on some issues/ procedures that I was unsure of
- I felt the health professional was very condescending towards us. I work for the NHS too so I appreciate that you can't assume people have any sort of medical knowledge but three separate times she 'corrected' me by rephrasing what I had just said.
- Took the time out and listened
- Donna (Nurse Practitioner) was as pleasant, approachable and thorough as she always is. She puts her patients at ease and always ensures she listens patiently & explains everything clearly. A wonderful clinician!
- Good receptionist and excellent doctor.
- Miss Bogg is very proficient at carrying out a blood test. It didn't hurt at all!
- I have had quite a few visits to Homestead surgery in the past few months and have found all the staff to be very helpful and considerate.
- Almost on time and did what was required.
- Quick and efficient.
- Quick appointment. Doctor was brilliant.
- Dealt with my issue professionally & clear explanation given.
- The nurse was very polite and helpful
- Ye the nurse I went to see was lovely polite and she went through things with me and very very helpful great to have someone like her that understands people
- All my medical history was there, and Sarah was recording everything. Blood pressure, blood sample, urine sample to be provided. I await any change in the results!
- Nurse was very helpful and understood what was required. I was at ease.
- overall a v g response from Sarah and a call back later from her having spoke to gp
- On time and nurse was very good
- I arrived early for appointment and was called on time for my visit.
- Booked a blood test, for Friday was told 4.00pm. when arrived was told too late samples been collected so have to come again.
- Attentive and caring consultation.
- Polite and efficient
- I got help i needed and wanted
- Got me an appointment for today plenty of room while waiting just bit of delay at appointment time
- Because you ask me
- Always a great service. People are very helpful
- Quick returned phone call upon request, helpful and courteous.
- Brief appointment
- I was seen on time, and the nurse was pleasant and efficient
- Well it took a long time to get there but Barbara sorted it in the end.
- I was seen in a timely manner and the nurse was friendly and helpful
- I came to speak with GP regarding a very bad allergy reaction and I have been told that the NHS is overloaded to test me and I have been sent home. Two days before I was in A&E because of bad allergy reaction, very painful.
- The doctor was very attentive, kind and reassuring

- Very friendly and helpful and explained very well.
- Dr, prahu was very attentive and caring towards are child when checking him over and nurse Emma was lovely when trying to administer his medication and trying to calm him down lovely service from homestead all the time.
- On time and Emma was very good
- Reception friendly Nurse friendly
- My Doctor very nice, and very grateful for the help. DR Mamta Prabhu.
- Very professional dr and very polite
- Hi felt like the doctor had time to discus everything and my background and made you feel comfortable talking to him
- Welcoming informative and courteous
- Appointment was on time and doctor was helpful and thorough
- Appoint made very easy , appointment on time friendly comfortable atmosphere.
- Appointment on time gave blood sample quick and efficient good nurse
- Thorough investigation into cause of joint pain.
- I had my appointment with Dr Donna she is very kind Doctor she listened to my concerns carefully and given me good advices.
- Service was great. Nurse was great. Was in and out how it should be.
- Easily to make appt. Seen on time. Nurse helpful, friendly and professional
- Nothing wrong with anything, excellent service.
- In and out within 20 mins, very efficient
- Because nurse was very nice she answer for all question
- Doctor did not listen, and did not acknowledge the reason for the appointment. I was utterly disgusted with the service provided
- As a carer, she is owed a duty of care by the surgery and you do not provide that. patients interactions with the surgery leave her feeling distressed and that is just your reception staff. Really needs to be better
- had an appointment at 11:45am didn't get seen till 12:35
- The nurse I saw, Gail, was very good ,and saw to my needs, very well. I felt reassured when I left.
- Fantastic, professional appointment. I would like to thank the medical professional i had the pleasure to meet.
- Perfect service
- The Dr (Gail) was brilliant. Made me feel at ease.
- 10.30 appointment, 55 minutes wait after that, 11 people arrived after me all seen before me. When I eventually saw the doctor he said he'd asked reception to let me know about the delay, was not told. Reception and doctors can be rude, not good
- Because your an honest Dr and you are approachable!! not all Dr's are. Everyone at the practice seems really nice and have time for you if you need help I wouldn't want to move to a different practice, I'm happy where I am
- Lovely fella very professional
- Examination carried out very thorough and very professional
- Nurse was polite and friendly and made my bloods doing easier.
- Great nurse has all the time in the world for the elderly fantastic lady

- The practitioner was very good with talking to the child with his understanding. She treated him as her patient instead of just talking to the mother. The practitioner also explained well to the parent the situation and how to go forward.
- The nurse answered all my questions and did everything I asked of her .she put my mind at rest ,thank you
- She asked lots of questions which gave me confidence in her advice.
- She is the perfect mix of professional and caring. I don't mind appointments running a little late if its clear that the reason is that a medical professional is being thorough.
- Great staff, nice to chat but efficient too. Love my visits to surgery
- Not too long waiting time
- They took the time to listen and didn't make you feel like you had to rush what was wrong and was very helpful
- Seen face to face very thorough explained every thing
- Very efficient and caring to someone that sometimes finds it difficult to understand
- The nurse was not nice to me. She didn't give me any information I needed about my problem. The nurse was undereducated without much medical knowledge. Very poor service. I am very disappointed with the quality of medical treatment at your facility! The doctor was very nice and so helpful
- The nurse explained everything to me and she was very caring
- I was seen very quickly and the nurse was very pleasant and thorough.
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