

Friends and Family
PPG Feedback

Results period:
March 2023

Completed Questionnaires:

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

Results:

98 Very Good

18 Good

3 Poor

1 Very Poor

2 neither Good nor Poor

1 didn't know

Comments received:

Paper

- Brilliant to talk to very nice person
- Elaine Atkinson was amazing today !! made me and my daughter feel heard & not fobbed off but took the time to explain and put at ease. Thank you

Mjog

- Friendly staff, told me everything about procedure and put me at ease
- My appt with the midwife was lovely. Very friendly lady.
- Quick. And. Friendly
- Got offered the appointment that I needed doing, first thing a kind nurse tended to the service that was required and a helpful receptionist kindly booked me in for an ecg that I need to monitor my heart which I hoped checking in a while
- Doctor was very good at listening to concerns and very patient. Has given next steps and appointment made for follow up next week.
- The doctor was very helpful in explaining everything very carefully
- Well trained staff and near prompt appointment time
- Im very satisfying
- I have been seen a nice Dr very respectful and listening to what I want many thanks for Dr
- The doctor I saw was very through, listened and I felt comfortable. Amazing. However getting an appointment is a hard. Unable to get through phone line. It is silly you can't book appointment for the week on the app

- Because the nurse practitioner/doctor whom I saw was lovely and very understanding, only think I didn't like was the 25min waiting time as my appointment was for 9.45 not 10 past 10 .
- The Nurse was very kind, patient and considerate.
- The Nurse was extremely accommodating, considerate and reassuring an excellent result
- Because of the waiting time that's all but people are there before me so you have just got to take your turn
- It was very efficient and very good
- Actually got a appointment, that's a achievement in its own right, and Nurse was great!!
- the member of staff that did my review was very pleasant and helpful
- The service provided by the nurse was excellent
- Made me feel very comfortable and at ease
- I was seen promptly and my appointment was on time and dealt with by the nurse
- I was very upset at the start of my appointment. I have been struggling for a few weeks, possibly due to fluctuating hormones but have felt very under pressure and overwhelmed for a while. Donna put me at ease and I felt reassured when I left.
- Short wait and quick efficient appointment
- Gail has identified that I have high blood pressure and has put me on medication to rectify this She explains everything and is sympathetic to what your concerns are Thank you Gail for your help with my diagnosis
- Clinician was rude, showed no empathy towards my unwell child. I brought in a sample which I had to scoop into a tube, I was not offered any gloves. She didn't even look at my child or check her, told me there is nothing she could do. Disgusted!
- I struggled to get through on telephone.
- Sara was helpful nurse . I felt very good in her hands . Thank you
- Because it I did not wait long that's why Good listener. easy to talk to friendly. Made you feel at ease AA++
- The nurse I saw was very pleasant, professional, answered my questions. Can't really fault her. I was seen on time, without delays. My visit run smoothly so no complaints
- Kind and generous
- I gave this answer because it's true good advice and care and very helpful and i leave with peace of mind knowing what i been told thanks
- I had been taken off regular medication by another dr approx 12 months ago which had caused migraines And other conditions. The dr I saw the last 2 visits listened to my issues and had now placed me back on the regular medication, feeling better!
- Didn't have to wait long for my appointment
- The practitioner was fantastic. I love the way she spoke to the child as she is the patient. The practitioner explained very well to the child how to treat her symptoms and asked if we had any other concerns.
- Staff was very good friendly and cooperative.
- Very productive appointment with lots of suggestions for the issue
- Louise was a fantastic locum nurse...great care and attention as always at Homestead 5*?

- Couldn't have got better service. Nurse was efficient, friendly, helpful and very professional and put me at ease.
- A top service ?
- Got what I came for. The nurse was careful and considerate with clear instructions for the next few days
- Feel comfortable friendly sportive.
- Went to the doctors to talk about a mental health problem and found that the doctor a bit distant and pausing in between sentences. Feel there was a lack of compassion and empathy in tone, manner and substance. Think doctors need more training in this
- The nurse and staff were very helpful
- Very happy and caring is Emma very attentive to wards the babies.
- From medical professionals, I believe it can be done much more than I have experienced myself.
- Managed to get an appointment fast and the consultant I saw was lovely and showed empathy towards me. She is a credit to the practice. Thank you
- Very friendly and helpful
- Had a good chat with the doctor
- Dr prahbu was very thorough and extremely helpful
- My appointment with the doctor overall was good he checked me over as I'd liked however I rang at 08:00 for the appointment and rang continuously for the next 25 mins a total of 103 times as it was saying line is busy then eventually I got through
- Dealt with caring and understanding when asking questions made my experience pleasant and helpful and enjoyable
- The doctor has attended me very well and solve all my concerns.
- Very good advice the doctor did quick action for my help I needed
- Polite reception & Doctor. Appt was 15 mins late, may have eased my mothers anxiety to be notified of this Thanks
- got in to see a doctor the same day as calling. The doctor she saw was very good at explaining what the issue was and have medication. The only issue was the doctor said she'd give 10 days worth but pharmacy advised could only have 5 and to go back
- Always happy to see Lisa for bloods done .she's very good at her job
- Fast and friendly.
- Very pleasant stuff
- Seen on time and dealt with professionally.
- It was cancelled
- Satisfied
- The staff are very polite and friendly always got appointment when I have needed one
- The lady we saw yesterday was really helpful. We finally got somewhere with my son's cyst. I would definitely ask to see her again.
- I talk personally, I have never cancelled an appt. But sometimes trying to make an appt is a nightmare, you have new receptionists, who I find bad mannered as though they don't want to be there. More training is needed Thank you x

- Dr Prabhu has helped me feel so much throughout my health journey. She has been amazing throughout and there is not one time where I don't come out of the surgery feeling a little better.
- The doctor was polite and attentive (as she always is). She also explained things in detail and any concerns with medication, which helps for future choices. Dr Rogbeer is one of my favourite doctors at the surgery due to all of this, as is Dr Prabhu
- Feedback enables the service provider to make positive changes.
- Fantastic help and very understanding.
- Friendly staff easy to book In and appt was on time ..The Dr answered all my questions. surgery waiting room very clean. nice practice..
- My doctor who I have seen before is very easy to talk to about my problems she is the best doctor I have seen in my life time thankyou donna
- Sometimes, when I call , you make a appointment with difficulty.
- Courteous ,friendly, professional
- The nurse practitioner I saw was so nice and very thorough.
- She had experience
- I was seen within 2 minutes of my appointment time. The Nurse was very friendly and professional.
- The appointment was on time .
- Friendly and pleasant and giving full explanations to all my questions
- The particular nurse practitioner I saw today was so thorough, understanding, kind and made me feel so comfortable.
- Dr. Prabhu is amazing, knowledgeable and I feel reassured seeing her. I think online appointment booking should be brought back as it was before as I don't think the system is working as it is.
- It didn't take me too long to get through on the phone for an appointment which was that morning and my doctor was very thorough and booked a scan for me
- Was happy with service
- Listened and helped
- Because whenever I come to surgery I always see Donna and she is very thorough and has a lot of time for me and come away feeling reassured.
- On time Blood test done
- The nurse I saw was amazing. Very knowledgeable and took the time to explain and put me at ease. The booking system is still poor. I had to call back 101 times over more than 20mins to try and get through for an appointment! Is there a better way??
- Doctor was very nice and very helpful and explained my medication I will be receiving
- Efficient ...friendly and very professional.
- Dr Rogbeer very good at diagnosing my problem and have been much better since the appointment, very professional and helpful and caring.
- Made to feel relaxed and cared for.
- Nurse talked through what she was going to do before she did it
- Polite and friendly and seen on time