

Friends and Family
PPG Feedback

Results period:
April 2023

Completed Questionnaires:

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

Results:

79 Very Good

12 Good

4 Poor

4 Very Poor

4 neither Good nor Poor

0 didn't know

Comments received:

Mjog

- The nurse listened, understood what I was feeling and was lovely when I was upset.
- Reception staff were quick to answer my call & arrange me an appointment. The nurse was wonderful kind caring & took time to explain things to me
- She is a very good nurse. Every time I go for a blood test I feel happy when She takes my blood.
- Very thorough, and gave a check up
- Seen on time, pleasant chat with nurse who was considerate and professional
- Never have any troubles with nurses
- Excellent care and support given by practitioner.
- Courteous and professionally delivered
- Negative 35min wait in waiting room to not be told doc was running late and to have to go ask twice. Positive Gail is lovely and always makes me feel listened to
- Saw the nurse at exactly the time of my appointment and my blood sample was taken perfectly. Very professional and pleasant experience.
- Nurse practitioner was extremely good, gave lots of information, and no faults to them. But I did check when booking appointment if they could prescribe the oral contraception requested, and they can't.
- Unfortunately I was refused my appointment by the receptionist due to me being 10 minutes late owing to unforeseen circumstances. I initially accepted the fact that I was late however after receiving a text immediately saying I missed my. FALSE

- Reception staff were brilliant and very helpful. Doctor was very good. Keep the great work up.
- Doctor was very helpful
- The nurse is very professional and appointments are always on time
- Because I think I'm getting my health back.
- Helpful, knowledgeable and all-round good advice.
- Wanted some strong painkillers but came away with nothing
- Thorough examination, good explanation and not rushed
- Excellent care provided
- Sarah is lovely nurse. Always has time for me and explains everything. I like her a lot
- The locum nurse Sarah was lovely
- We were satisfied with the service and the attention given was great!
- No help from the doctor.
- Courteous attention by a Doctor who listened well.
- In on time efficient and a kind and caring nurse
- The amount of calls trying to get an appointment
- The doctor was fantastic the receptionist was very rude and abrupt. Advising us to pharmacy when my daughters tonsils was touching. Then when I explained I have used lozenges and throat spray she just went 3:30 okay its rude
- I went to see nurse she was checking my blood pressure happily it was back to normal
- I feel at ease the best doctor The receptionist greeted with a nice smile
- Not long to wait and the nurse was very friendly
- The nurse was lovely and didn't Appointment was a little bit behind schedule but only about 5 min or so, so not a big issue.
- Appointment wasn't rushed. GP very helpful and friendly.
- Thank you
- Appt available on the same day. Seen promptly and the nurse listened to me and was very helpful
- She was very professional tried to solve an issue that has not been solve since January, she explained very well for me to understand
- Because all went well & nurse very courteous.
- The dr, is helpful and accommodating
- Gail was excellent and helped me with my current medical problem, was very understanding and definitely the best member of staff you have at the surgery
- Doctor listened to my problem and sorted physio and advice after examination
- I had to wait for 55 minutes until I was seen by the doctor. I told the receptionist who then said the doctor is running late.
- Cos nurses are very care in
- I always get good care
- Dr Rogbeer was very helpful and understanding to my husband situation and showed compassion very kind doctor
- It's been good at the doctors
- Great listening and understanding and treatment when really unwell and explanation about high blood pressure
- Very professional and kind service, its a pity everyone isn't like that

- Went see nurse yesterday need see a doctor today and Been told the training but am on transplant list and trying to get an appointment is a night mare So it a disgrace is this in stead just giving me appointments yesterday I been mess about mor
- I was made to feel guilty by the doctor
- The consultation went fine and the doctor was very helpful. The only downside was we entered later than booked and with a toddler it was challenging as inside the medical centre there is nothing to keep them busy when there are delays..
- Dr Prabhu listens to people and is thorough. I feel valued and respected.
- Timing was prompt the nurse Lisa was as always very efficient with the needle, no stings and no bruises. ? Thanks all round?
- I had another issue that I would have liked to have discussed with the doctor but was told that I would have to make another appointment. This would have only taken minutes to discuss freeing up another appointment for someone else to use
- Fast efficient professional service that came with a smile and positivity.
- I was treated with care and professionalism by nurse Lisa who addressed all of my concerns and questions with curtesy and respect .
- The nursing department is excellent
- Great service
- Very helpful and understanding. He listened to everything I said
- Staff and Dr's are always very kind and helpful
- Although i was late as queue at next door pharmacy for my prescription, the nurse did not dna me and kept my slot. Always an excellent service.
- The midwife was so understanding and reassuring
- Welcomed by nurse with a smile so I immediately relaxed. First time we had met and she introduced herself very professional. She explained why I had been invited to attend and proceeded with all the appropriate questions. Good listener. Thank you.
- The nurse was attentive, understanding and went above and beyond to help me, and I felt like I'd been heard.
- She listened to what i explained of the pains and explained things clearly thanks from
- I was made to feel at ease while the procedures were dealt with!.
- Instead of appointment with a doctor I had appointment with nurse. She wasn't able to help me with anything, couldnt even answer simple questions. Very unsatisfied as I didn't receive the help I needed.
- The doctor I saw was lovely listened to what I had to say and ordered the relevant tests that I needed. However, this was let down by the service I received when contacting. The receptionist I found to be extremely unhelpful
- The nurse I saw was very helpful and friendly
- Not too long to wait
- Easy booking appointment Not long waiting time
- Easy to use, and my issue sorted straight away.
- Lisa is always very pleasant and makes you feel at ease
- I know the people who I see. While I'm being treated we have a chat . I'm at ease and that makes a lot of difference. They never make an appointment feel rushed.
- Friendly, warm welcome by the staff.
- Rang for a appointment and within 2 hours been seen by a doctor and back home ?.

- I felt the doctor wasn't really interested and didn't take the reason for my appointment seriously
- Friendly service team was very helpful and good
- Did not have to wait long and the doctor was very good ,
- Quick to get an appointment and nurse was very helpful
- Dr Rogbeer was cracking , was so lovely welcoming and made feel comfortable in what was an uncomfortable situation . Thankyou !
- Easy check in, appointments ran to time. The nurse I saw was lovely, very helpful and made you feel at ease ?
- Very good
- I'm happy thank you