

Friends and Family  
PPG Feedback

Results period:  
July 2023

Completed Questionnaires:

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

Results:

80 Very Good  
  
10 Good  
  
3 Poor  
  
2 Very Poor  
  
3 neither Good nor Poor  
  
1 didn't know

Comments received:

Mjog

- Gail was amazing lovely doctor
- Very thorough and professional
- The nurse was friendly and extremely helpful
- Got appointment straight away and was seen quickly.
- Annual MOT a good thing, nurse was good
- Happy with the way I was treated
- Nurse who attended to Me is accommodating
- Told my appointment was Friday perfect because I don't work got so much going on this week only to be texted this morning to say iv missed it and now have to wait 8 weeks in agony !!
- I gave good as my answer because my appointment was 10 minutes late otherwise I would have said very good
- Didn't have to wait too long and the doctor was very efficient and put my mind at ease
- Natalie was very professional thorough and gentle ,when she took my bloods . A friendly and caring attitude which is greatly appreciated. I appreciate all that the surgery does for me. Many thanks.
- Consultation done on time, happy with advice, I received.
- Short waiting time and very polite and considerate
- Very nice nurse who always has a smile on her face.

- Great service from Dr Rogbeer, thank you
- Help given straight away, with out unnecessary questions. The doctor knew straight away what treatments i need.
- Appointment on time, Lisa lovely as always.
- Dr Shepherd was friendly and helpful, explained diagnosis thoroughly and talked me through medication required. Left feeling much more at ease. I had a very short waiting time.
- The Doctor was pleasant and understanding..
- Doctor was very nice
- I didn't need to wait long. The practice nurse was great very informative and put me at ease very quickly. I'm new to the practice and have been impressed so far
- Saw a locum Doctor who was very helpful and caring and understanding
- The doctor explained everything clearly and I was given steps in how to manage my condition.
- Quick, friendly staff, efficient
- Very helpful and efficient.
- It was first appointment regarding my back condition. Doc really simply explained the initial procedure and then followup after the stool test results. I was comfortable with the behaviour and communication. ???
- My appointment went smoothly and the nurse was very efficient.
- All the staff were kind, considerate and accommodating, additionally things were very much running to time! Congratulations on all your best efforts?
- Because of doctor very kindly explain everything for us thanks for everything.
- The nurse was very helpful and listened to me
- The nurse was very understanding
- The nurse did an excellent job.
- 8:30 am requested appointment, same day at 9:50
- Only a short time in waiting room which can happen , all depends on previous patients Thankyou
- Very good service
- Did not see me
- Very good and helpful
- Friendly staff, on time appointment. No fuss
- The nurse was very nice and helpful and asked all the right questions
- everything ok Efficient and fast
- Because this Doctor was very good this method of treatment is very caring..
- Emma is lovely nurse.
- Had very good consultation with the gp followed by the vaccination appointment with the nurse..
- I've seen Emma, nurse a few times now. She's really lovely, and always a pleasant appointment
- Never taking when it's appointment, always late today it was more then 20 min late when we can get in
- The consultant was very thorough and the clinician was excellent to my clinical needs.

- Unable to get an appointment for the last month I was anxious about the issue that I had 4 problems to discuss. Gail was friendly and put me at ease straight away, listening to me and expertly explaining the treatment required Excellent appointment
- The doctor \*\*\*\*\* saw was really kind and understanding with what he went in with Only if the reception staff was as kind and polite as the doctor was
- Gail always has time to listen to you And tries to help in any way she can
- Lots of information given. Friendly and attentive nurse. Problem resolved quickly and in detail.
- Mrs Donna Howard is very kind and understanding person
- Was running late and wasn't seen on time
- On time, staff kind and helpful
- Ponieważ? jestem zadowolona z przebiegu wizyty
- Waited long time before going in for appointment
- The nurse was absolutely lovely. Explained everything to me and was just a nice person in general. I didn't feel rushed at all
- Slow wait time, got told information that i should have been told in a previous appointment which I'm grateful for but I'm annoyed that it had to come from a nurse that was doing my bloods and not my gp
- Natalie was very thorough and understanding
- Great nurse, listens and responded to my health concerns in a caring manner, but before that nice friendly receptionist, which is not always the case so no complaints from me about my experience on this occasion.
- I called up and was given an appointment same day only an hour later. Very happy.
- Because the nurse is always helpful and has time to talk about my medication and any worries I have ?
- My appointment was 30 minutes late
- Because it was good ?
- Appointment on time. Pleased with the doctor I've seen. Received help that I needed.
- I rang to see to get appointment wish I got one straight away that morning the doctor was very understanding and listened to what I had to say and very polite
- The nurse I saw was excellent, she listened to me, I can't praise her enough, she asked if I'd any questions I like to ask,
- Because you are always there to care for me and doing your best all the time Many thanks
- Was happy with the service.
- Friendly professional service Aware of my hearing problem
- They were very welcoming and listened to me when explaining the issue
- Taking my bloods were very quick we have known the nurse many years and she is a credit to your practice
- Midwife Kate Nicol is absolutely brilliant. I have felt so comfortable in all my appointments with her since she started a few months ago. She makes sure everything is explained and done properly, she's funny and very caring. Such an amazing midwife

- The dr was brilliant listened to issue examined problem area and referral was being made. What consistently lets the practice down is availability of face to face appointments with a gp you recognise not out of hours at trinity medical centre.
- Both nurses were polite, and they treated me with respect.
- Donna was really helpful
- I was seen on time and Natalie was friendly and efficient. She was excellent.
- Was seen to fast
- Nothing to complain about, everything top notch.
- On time polite and respectful
- Everything was explained in full
- To help .Saw nurse for bloods taking was very nice.
- I wasn't waiting long before I was called in to see the GP, reception staff very polite and helpful.
- Got an appointment very quickly and friendly doctor and staff
- All went as expected, receptionist was polite and welcoming. I was seen on time and felt listened to.
- Late waiting ..then miss diagnosed...I just wanted some cream for my psoriasis but was told you can't see a doctor for two things ?...had to ring next morning again to make another appointment, ?