

Friends and Family  
PPG Feedback

Results period:  
June 2023

Completed Questionnaires:

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

Results:

91 Very Good  
  
11 Good  
  
7 Poor  
  
9 Very Poor  
  
1 neither Good nor Poor  
  
1 didn't know

Comments received:

Mjog

- It was ok
- Fantastic service .
- Helpful and listening to me
- The doctor I saw was very good polite and very helpful also the receptionist was also polite and helpful
- Was very helpful
- Lovely nurse , very thorough and explained everything. Excellent service.
- The nurse who attended to me was very helpful and the good service I received from her
- The nurse practitioner who we saw was very good with my son spoke to him rather than me ( mum ) which was good for my son especially with his autism . The whole appointment was good from start to finish with a good outcome .
- Saw a nurse to discuss fertility mentioned bloods they came back ok I asked her what next steps we can take and she kept saying there isn't anything else making me feel very uncomfortable she gave me number for ultrasound and told me to book it myself
- Feel I was robbed off, I have had a strange tingling/sore sensation coming and going in my left concha part of my ear and when I tried explaining was told it was probably the cold, I've had it for around 6 weeks now
- Same day appointment and follow up call

- Because this surgery never helps never give appointments they lie about things even the manager
- Sarah the nurse I saw for my pre diabetic appointment, was as always , very friendly and very good at her job. She always makes me feel very relaxed. Excellent.
- I needed to speak to a Receptionist. 1 empty desk. No one came. Very bad in my view
- The doctor ignore everything what I say
- I was late for my appointment about 8 minutes try calling on way no answer so got there told the lady my reason for late she said I sent messages to Donna so she said wait in Reception so I waited till 1.30 went to ask she said ohh she not reply so
- because the doctor looked angry and was disrespectful.
- Because I feel the treatment was not happening with my stockings and I tried to call back to Emma and I was told she could ring me back tomorrow. Meanwhile I am in pain with my legs and struggling to walk at this time I am not a spring chicken.
- Lisa did my bloods first time and bp check . The appointment was on time and she was her unusual friendly self . Taking time to explain what tests the blood was being checked for and reassuring blood pressure was fine.
- verry friendly
- Attentive Professional Informative Satisfying Beneficial Nice People
- No problems seen on time and swift efficient appointment with the nurse.
- yes Dr Prabhu we're very helpful gave me lots of advice
- The Dr was very good, she thoroughly checked Zaynab which I was happy with.
- Very quick and understanding and very professional
- Nice friendly staff, information given was easy to understand and helpful. All in all a very pleasant medical appointment.
- Donna is reassuring and always takes time to answer all queries.
- Saw my Donna my Diabetic Nurse...and was very happy with my appointment always puts me at ease and answers questions so I understand ..
- Got an appointment very quickly, doctor was friendly and helpful. Really good all round.
- The doctor listened
- Nurse was lovely
- Seen quickly, hca was caring and took time to listen
- Appointment same day , doctor very good, explained everything clearly
- Despite a small delay, I found the nurse friendly and approachable.
- Emma is always professional and friendly providing a great supportive service.
- Can't get any appointments
- Arrived 15 early for appointment which was at 10.30am Wasn't seen until 10.50 ish This happened to me the last time I had an appointment also !!!
- Very polite and helpful
- Appointment was 10 minutes late
- Efficient, friendly. Just very good.
- The clinician explained everything in great detail to me and answered my questions thoroughly. I felt as though they were generally interested in my queries

- My appointment was with Dr Shepherd who was very kind listened and made me more confident to approach the surgery He talked me through my symptoms and explained each test so very appreciative
- Advice given was not great
- The nurse was so polite and very attentive and completely understand my issue and also my husbands. Would definitely be happy to see Sarah as my regular nurse
- Only waited 2 days to see the nurse. The nurse very professional
- He do uttermost best to help me, if I asked something to explain, he did it very well. I like to see him again if I ever need to see GP. ?
- Very attentive doctor, she always is :-)
- The doctor didn't even let me talk to my kid about it and kept shushing me when I was trying to explain why my kids were sick
- I was seen promptly by a very pleasant professional nurse
- Very relaxed staff knowledgeable reassuring & empathetic
- My appointment was on time and very caring and friendly staff.
- Donna was very helpful
- First class at reception very helpful the young lady also Dr Rogbeer is excellent doctor very caring thank you
- My appointment was late but I was told doctor was running late. This is not a complaint as I understand this can happen & I was very pleased with treatment I received when I saw the doctor.
- Respect
- No waiting, warm approach. friendly appointment.
- The nurse is brilliant always time for a chat
- Nurse was very helpful, lovely person.
- Got appointment easily
- Receptionist was very polite and helpful and the gp was very easy to chat to and made me feel very comfortable :)
- Because the person who saw be understand my situation she was very helpful
- Dr Prabu came out to see mum at short notice & action was taken to support her with a follow up call first thing the following morning & virtual ward in place. Also received follow up at home this morning & further help given.
- Efficiently dealt with and the prescribed medication solved the problem.
- The nurse was lovely but she wasn't confident with what she was doing. It took so long to get the form for the bloods, that I was sat there for 15 minutes. Her lack of confidence has made me feel unsure about the process.
- I saw nurse Gail this morning in room 1 at homestead medical centre and I couldn't have been more happy with the way I was treated amazing nurse very caring and made sure to check everything I told her that was wrong with me.
- The nurse who took my blood was excellent, she found the vein very easily and I couldn't feel the needle (other nurses at Pinderfields struggle with this) . She was very friendly and helpful. She offered me a drink of water before I left too.
- Place was clean staff friendly and Sarah the nurse was very kind and friendly
- very efficient
- I gave poor because I was really upset how I was treated by your Advanced practitioner. I was concerned about my weight and after weighing me was told that

it was OK, my weight was 47 kg which is classed as underweight when I checked it at home.

- Until I saw the receptionist. I gave her the slip of paper Dr Rogbeer told me to hand to her. Unfortunately I couldn't understand what was said properly. Please could someone contact me, so that I can get things sorted.
- Service is always good. My doctor is very pleasant and gives me all the information I need. The reception staff are friendly and efficient, always.
- The nurse we saw was absolutely fantastic with my daughter spoke to her like she was a young lady not a child and give some fantastic advice
- Very happy with my appointment with Donna and her help with my enquiries. Was harder to make appointment than expected as I couldn't book online and when rang had to push to have booked with someone else other than Emma. However overall I'm happy.
- Kind, compassionate doctor (Dr Rogbeer) who know me & my family (just through being our doctor for several years), really helps when they have background on your circumstances.
- Excellent service thanks
- Dr. M Prabhu was very empathetic; I wasn't ignored, and my health issues weren't downplayed. The receptionist was very friendly and helpful. Thank you.
- We have been to our surgery a few times but I can honestly say this dr was the most thorough we have ever seen. She was amazing, so informative and really helped my son.
- Amazing nurse. Very helpful. Very experienced.
- Nothing wrong with the appointment whatsoever.
- Very kind and helpful.
- Amazing nurse! Cant express how comfortable she made me feel and how she spoke to me. Very good
- The Dr listened to my problem and gave me good advice.
- The doctor was very kind and listened and gave time to ask questions and was very thorough with the examination.
- On time means everything as I was. Looked after , very professional standard
- I was highly satisfied with the consultation I received, also the receptionist was very helpful and caring.
- The nurses there are lovely good at there job .And Dr Rogbeer very very good also helped me a lot
- I had arrived ahead of my appointment time only to wait 20 minutes past my original appointment time. If I as a patient was this late to an appointment I would be turned away each patient is allocated 10 minutes this shouldn't be happening.
- Friendly, Polite and informative
- Quick answer at reception when calling for an appointment. Doctors & Nurses & midwife always very helpful
- Didn't get in on time but other than that everything was excellent.
- Good, useful information provided. The nurse spent time with me to explain & give advice. Didn't feel rushed
- My appointment was on time and I really like the lady who does my bloods so bubbly and smiley

- I am new to this surgery the receptionist who I spoke to today was very rude she wouldn't come to the window to speak to us properly
- Because I got sorted
- She was very professional and very understanding
- Doctor Prabhu is excellent as usual. The waiting room had an extremely foul odour and had to stand outside to wait for my appt.
- The doctor saw was lovely, caring and thorough
- Gayle Atkinson is a amazing nurse she listens to everything and totally takes time I wouldn't see anyone else but her
- Because the nurse I saw was amazing new what the problem was straight away and sorted it fore gave me antibiotics for five days and said I e to go bk if it doesn't get right
- Appointment was on time and Natalie is very pleasant.

#### Paper

- Dr Rogbeer was fantastic, really empathetic took time to listen to my mum a credit to you brilliant service.
- All staff are friendly