

Friends and Family
PPG Feedback

Results period:
April 2023

Completed Questionnaires:

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

Results:

97 Very Good
8 Good
6 Poor
6 Very Poor
3 neither Good nor Poor
0 didn't know

Comments received:

Mjog

- The nurse who I had been seeing for the last 2 appointments was on sick leave. There was a previous referral that had not been followed up and would have liked clarity on this. Lisa who I saw was very understanding and as requested admin to follow up
- The doctor is very good and gives a lot of advice although the phone lines are ridiculous
- Because I was really impressed with young lady doctor she was really kind and lovely helped me with my problems thank you ?
- My appointment was very prompt & efficient
- Was seen on time and came away feeling like I had been assessed correctly
- I received good treatment, feeling way better now
- The doctor was very good got an action plan together excellent thanks
- I was seen on time. Things were explained clearly and my questions were answered very well.
- Very polite, efficient & professional service provided. Rationsl for the shingles injection & side-effects clearly explained.
- I receive a good attention and the nurse was very professional
- The staff are always nice and pleasant and I received everything I needed from my appointment.

- Same day appointment and the doctor was very thorough and gave good treatment and reassuring advice
- Managed to get an appointment
- The nurse was good in communication and professionalism. Appointment was well arranged too.
- The Doctor was very helpful and explained things in detail.. The receptionist was very pleasant and helpful also ...
- because it was very good
- Because the person who a saw know about my situation the only trouble I got was when I went to the chemist and my medication was not ready only in my antibiotics was ready nothing else
- Helpful , explained things to my a six year old could understand, explained things to me as a mum. Put my son at ease.
- I was listened to and was talked through all information I needed, she helped allay any fears and most of the anxieties I had
- Dr Kelvin seemed very professional. He was friendly. He gave a quick diagnosis but without seeming rushed and a good explanation of what was wrong and how he was treating it. It's all I can ask of a doctor
- Because my doctor was very helpful and she listened to me well
- On time
- Because I forgot to mention that I walk slowly because of my stomach. And I haven't had the chance to say it which may have made a huge difference during my recent visit.
- Everything went very well, no complaints whatsoever.
- I had an actual face to face appointment without having to wait for a telephone call from a doc to decide if I needed to be seen in person. Back to the way things should be. Great staff on desk and very helpful and professional Thank you
- Because my problem was not solved and my ear still hurts and I can't hear well
- The nurse seen is very good at her job, helpfully with a very good manner
- Doctors and midwives keep telling me I need contraception after birth but earliest appointment is over a month away
- GP in training with no guidance. Waste of time, no knowledge about issue or resolutions. Huge waste of time and will end up missing a serious issue.
- My appointment was cancelled with 27 minutes notice this morning due to the doctor calling in sick. No other appointments were available for today. Unforeseen circumstances I understand but it's still not good enough.
- Had an appointment with GP cancelled by clinic. Would not let me book another for the next day. Told to phone up again in the morning with the chance of not getting another appointment
- Didn't even get took seriously
- Customer satisfaction was on point
- Great nurse listens to my concerns and makes me relaxed give her a blue Peter badge from me Vincent
- Because this is a great doctor.
- Dr was very reassuring and patient
- Dr Mamta Prabhu was nice and quick, going beyond her immediate duty to help.

- The receptionist was outstanding about booking my appointment, well done and keep up your great work
- The nurse I saw was very helpful
- A good doctor. Had time and care
- The service was professional, knowledgeable and polite. Super.
- Emma Woodhouse was the nurse who did my birthday health check today. Very friendly lady who got the bloods done but I didn't feel rushed. Took her time to explain things when asked. Kind & informative ??
- I had to wait past my appointment time but this is understandable, the Doctor was lovely and pleasant to talk to and I feel that the issue I have will be resolved in due course.. thank you.
- On time. Carried out expected tests
- Was good didn't wait too long
- Very quick and professional.
- The nurse practitioner listened to all I said and felt she didn't rush me
- Took 21 attempts to get through but guess that's normal, staff were friendly and helpful.
- When I called re a BT and advise the request was on ice she said I was rude as I said receptionists may not have access to ice. I was not being rude The phlebotomist was very polite and searched for my request and advised accordingly to what i do
- Friendly, put me at my ease for my procedure. Good explanations of what was happening.
- She listened. She explained everything. Was approachable and friendly
- The doctor had time to listen to me and helped me with my painful knee .thank you so much walked like a good one today
- Got stuck in traffic and couldn't make the appointment and receptionist was very rude and un helpful had to ring 111
- It's what is to be expected conversing with the nurse was helpful. Unlike contacting the telephone staff for appointments ect
- The Doctor was not professional according to my illness.
- I love the face to face appointments with Sarah
- Dr Gail was very informative in my consultation. I felt very positive afterwards
- Excellent nurse very informative and helpful
- She listened to me and explained things so I could understand
- Same day appointment and referred straight away. Made to feel comfortable.
- Polite staff, Doctor was friendly, understanding and provided the service she was supposed to
- I had to wait an additional 30mins from my appointment time.
- The nurse was lovely and made me feel comfortable
- Straight in and out ..Lovely nurse
- I was given a face to face appointment on the day I rang with a satisfactory out come regarding the appointment.
- She was very helpful and sorted my problem out.
- Sarah was lovey very reassuring and kind
- I can't get appointment for eye ??

- Gail is an amazing practitioner, very understanding and professional. She's been amazing with both my girls, very approachable and has a vast knowledge, her assessments are always in depth and she's always happy to help the best she can.
- Requested a call back but got an appointment , that was unexpected . So happy got to see a Dr face to face
- Nurse explained very well what the injections were about and is a very caring and comforting nurse.
- The nursing team are excellent and they contact you when they say they will. Thanks for your time and support
- Felt very comfortable
- Dr listened. Was sympathetic. Spent time. Looking into previous results to try help.
- Nurse Natalie was very professional and friendly
- the nurse I seen was very rude to me and I didn't appreciate it at all, she was calling me mate and been very snotty with and snarky
- The nurse was polite professional and listened
- I was very nervous and apprehensive about having my biopsy and the dr really explained things and put me at ease. In the little theatre all of the girls were so lovely, professional and it was over and done within a few minutes.
- Good service on time asked all the right questions
- Disappointing level of understanding/ compassion. Poor explanation of cause of condition and any options available to deal with it. Simple response of ?NHS won't treat it!? was given.
- Gail really listens to your medical problems and talks through with you the way forward very helpful practice nurse
- Very helpful and got on on time
- Nurse Emma is very personable and professional. Like the majority of people at the practice she comes across as caring and interested in you as a person not a number
- They were very helpful
- Appointment was on time and nurse was brilliant and very polite.
- The nurse was very professional and explained the procedure thoroughly.
- Sarah was very professional and friendly always makes me feel at ease
- Nurse explained things and went through things with me felt at ease
- Was polite listened to what I said and how I felt and sorted me out
- Still vomiting
- In and out quickly no waiting around
- I had a trainee GP for my appointment. I can honestly say I have never felt so listened too at a doctors appointment. The GP didn't rush me, answered all questions, then discussed what will happen going forward. He made me feel comfortable as well.
- He told me he was in training and he might have to call on advise if needed.
- Very polite and friendly made me feel relaxed about it.

Paper

- Dr Oman was fantastic, really helpful and lovely Dr
- Gail very kind + helpful felt at ease