

Friends and Family
PPG Feedback

Results period:
August 2023

Completed Questionnaires:

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

Results:

51 Very Good
8 Good
1 Poor
2 Very Poor
3 neither Good nor Poor
1 didn't know

Comments received:

Mjog

- Nice people, pleasant experience
- Gail was helpful and understood my problems and took swift action
- I attended today with a very personal problem. It had taken me 7 weeks to build the courage to discuss this with the practitioner. I had to share info about my physical health and mental health. He wasn't empathetic at all!
- Nurse practitioner Gail was extremely helpful and left my appointment with a good plan and felt positive about our consult.
- The receptionist was very helpful and the doctor really listened and I didn't feel rushed.
- Telephoned to book appointment. received appointment for the same day . and was seen by a doctor all within 2 hours . Well done Homestead ?.
- Short waiting time, friendly and informative staff.
- Excellent & polite people
- Satisfaction
- Got me in that day
- Lovely midwife, made us both really feel comfortable and made for a positive experience
- Had good care with what tests i needed
- Very efficient straight in and out

- Doctor was very helpful and clear and put me on next stages to finding diagnosis all done very quickly
 - My appointment was for 10.00 and I was in and out for 10.05
 - Welcomed warmly Attentive to issues raised Advice convincing and confidence restored
 - Good dr listened to what we were saying did checks all in all very good x
 - Efficient service
 - Lovely and clean staff lovely and friendly. Nurse very nice and friendly ..Great disable parking nice and easy to get into the centre..
 - Because I need to see the doctor urgent so you book my appointment very quick.
 - The nurse was so understanding and patient when I broke down. I couldn't have asked for a nicer person to confide in
 - Everything was explained clearly and very polite
 - The practitioner was friendly and gave good advice. I was invited into a surgery room exactly on time, so that my wait was minimal. Thumbs up to the NHS!
 - The nurse was very good very helpful and gave me some good information on the problem that I have
 - Doctor very helpful.
 - Very polite and helpful staff.
 - Had appointment today, only waiting 10 minutes before seen to. Receptionist very efficient.
 - All the time very good
 - All the time best
 - can? T get an appointment for a coil fitting until the middle of September when I have expressed it is desperate. is that a joke?
 - The appointment was on time
 - Good listener Very friendly
 - The reason is that we get texts from yourselves reminding us about our appointment and the time. But when you get to the doctor's my appointment goes over 20 minutes. You never get in on time that you have been given.
 - The nurse was very good and had a very good nature. She kept me calm and was gentle taking blood.
 - Appointment on time very helpful and informative.
 - Prompt and pleasant
 - Very pleasant and on the ball Very helpful
 - Donna is always very nice .and also happy to get an appointment
 - Overall was a good experience I was nervous about having a blood test but the nurse put me at ease straight away was in and out like a dose of salts
 - Had to wait 15/20mins before seen to
 - Julie in reception went out of her way to ensure I was directed to the right member of your team
 - Your all very helpful and prompt with appointments and advice
- Paper

- Slow Service
- Dr Prabhu was amazing, difficult to get through by phone

- Good work 😊
- Julie went over and above yet again
- Julie is the bees knees goes the extra mile
- Excellent attention as usual
- Blonde lady lovely and helpful on reception as always
- Always helpful
- Very helpful & Pleasant
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