

Friends and Family  
PPG Feedback

Results period:  
February 2024

Completed Questionnaires:

- 1 paper slip completed
- 0 completed at Kiosk
- 14 Completed Via PATCHS
- 1 Completed via the website

Results:

- 11 Very Good
- 3 Good
- 0 Poor
- 1 Very Poor
- 0 neither Good nor Poor
- 1 didn't know

Comments received:

PAPER

- Always excellent service
- I have had my first appointment with Dr Bakare. What a lovely man & GP. Great explanation of my problem

WEBSITE

- I always get to see the right member of the team. They are always professional and kind

PATCHS

- Never a issue
- I like the patches system
- Quick and efficient service
- "I only just sent the request, I cannot speak of their service yet. That question should be asked after the request been completed. "
- Never any appointments a full 5 days of calling waiting on hold for ages to be told no appointments or training day so half day
- I have always been treated promptly and courteously.
- They have always been good with me and respond quickly
- Quick responses from practice