

Friends and Family  
PPG Feedback

Results period:  
December 2024

Completed Questionnaires:

0 paper slip completed  
0 completed at Kiosk  
147 Completed Via PATCHS  
0 Completed via the website

Results:

118 (80%) Very Good  
  
18 (12%) Good  
  
2 (1%) Poor  
  
3 (2%) Very Poor  
  
3 (2%) neither Good nor Poor  
  
3 (2%) didn't know

Comments received:

PATCHS

- Emma was very helpful and polite Easy to talk too
- ""My experience was very good, and all questions and problems were dealt with in a very caring and professional way. Excellent. "
- ""The nurse i saw was lovely and made it easy for me to conversate and ask questions, she was very helpful and caring. "
- The nurse was very understanding and friendly
- ""Pleasant happy staff, great medical service given, absolutely nothing to complain about as with all my appointments "
- Helpful explain everything
- ""Lisa the bloods Nurse is always on time, remembers who you are and i sympathetic to your cause. She is always professional and puts you at ease."
- They were kind and loving The procedure were explained and questions were answered
- ""Was very welcoming, very friendly, easy to talk too."
- The nurse was very understanding and helpful 10/10 nurse
- Friendly staff
- Easy to use-
- Dr and nurse that i saw was very nice and thorough.
- ""I have seen Dr Prabhu a few times now and she is brilliant, a really lovely dr that allowed me to talk about 2 issues in one appointment. When she saw my 2 year old for a chest infection she was amazing and he let her do all the checks she needed with no issues. She even took the time to print out a bravery certificate with a photo of his favourite thing on (car). Thank you Dr Prabhu!"
- ""I was seen on time, treated with redirect and listened to and felt very happy with the suggestions moving forward. Dr. Prabhu was the person I saw."

- Because it was.
- ""Seen promptly, blood taken painlessly "
- The practice nurse i saw today was excellent very thorough . She had time to listen . I think her name was elizabeth . She dealt with any health issues i had and referred me to the gp . I was very impressed
- Very pleased with the doctors and nurses and how they treat you
- The nurse I saw for my review appointment was very helpful and very understanding with all I told her I would like you to pass on my thanks to her
- Lisa was very helpful & encouraging
- Was seen on appointment time
- Easy to use
- ""Only one problem, my appointment was for 12 pm but was seen at 12.10pm. Its ok when docs are late but if we are 10mins late they wont see us, we have to rebook an appointment????"
- ""I booked online, was seen in a timely and professional manner. Dr was attentive and thorough with examinations and solutions. "
- The best doctor I have seen for a while in that GP
- First class treatment From start to finish From My Nurse .
- Nurse was on time .she was very nice and polite.
- Emma was brilliant and answered questions in great detail.
- ""I was listened too by the nurse, who explained why I was feeling the way I did. "
- ""Lisa was very helpful and took time to explain things to me during my appointment, what an asset to your team!"
- Cause i was seen quite quickly which i think is important to the patient.
- Speedy and very helpful service and doctor
- ""Appointment on time, professional support very good patient care "
- The Dr. explained everything to me. not rushing me out the door.
- ""My appointment was on time, and the nurse that i saw made sure everything was up to date with my ling term condition, plus chasing up recent results."
- ""My first visit since I transferred to Homestead Clinic. Very friendly, polite and helpful.."
- ""We always get appointments when we needed and always treated with love , respect and kindness "
- ""Had to wait almoat 40 minutes to be seen. Ignoring that, the appointment itself was very informative regarding the advice i required about my medication concerns. The doctor was friendly and kind and answered all my questions. "
- Lisa professional as ever.
- Nice friendly nurse
- ""Lovely staff, very helpful, listened and helped with advise"
- Felt listened to and plenty of information
- Thorough examination
- ""the doctor I visited (Fatima) was very nice, she listened to me until the end, I didn't feel rushed on her part and most importantly she helped me and my daughter, examined her from every angle and gave great advice. This one doctor from this clinic works there with a calling. Keep it up!"
- Dr karikari who we saw spoke to my son all the was through his appointment making him aware of what he was doing making sure he understood and it was great to be able to see someone that seemed to actually see you as a human not just another statistics for the surgery
- ""I was seen promptly, professionally and pleasantly by a practice nurse"
- Always been able to get an appointment when needed
- Very professional and friendly.

- Everything ok
- Because the doctor checked me very well and gave me advice .
- Very friendly and helpful with all my problems thank you
- Went in on time of my allocated appointment time
- The nurse Sara is very good at her job & friendly.
- Very polite
- "'Sarah was fantastic. I actually felt like I was genuinely being listened to for a change. She was very knowledgeable and picked up on things. She did things like a urine sample that I've never had in a review before. Sarah is a credit to the surgery. "
- "'We arrived at the clinic at 11.40 for my 11.45 appointment with the nurse to find the doors locked and a sign saying there was no clinics after 11.45, the receptionist was very inpatient and abrupt and kept asking if we had an appointment because she was sure there wasn't any, she was also abrupt with her fellow colleague, once we got in to see the nurse it was fine she was very helpful."
- The receptionist was very helpful and solved a question I had efficiently. Lisa took my blood sample and has a friendly and professional manner and was also interested in why I was having the blood test.
- Dr Prabhu is very thorough and professional. She explained the medical situation in a manner that is easy to understand. She is a real asset to the NHS
- "'Very prompt, professional and pleasant experience "
- Very efficient
- The healthcare professional was very friendly and efficient.
- The doctor was really lovely and helpful with my health issues. I also appreciated that I got an appointment quickly.
- "'1. Very hard to arrange appointment, 3 days calling 2. Doctor don't listening what I have to say.. didn't check my sickness history and send me back to home without medicine and I have appointment at .hospital on Sunday..If my condition don't improve They will cancel my appointment. Homestead medical centre its worse and worse every month "
- Professional and friendly
- Sarah is a wonderful nurse with her patients. She explains things well to me with things I don't understand. I like her a lot
- "'Very thorough, listened to and not rushed like normal. Excellent doctor "
- "'Listened to everything I had to say, & was very friendly. "
- Very nice to speak to make me feel comfortable
- Prompt efficient
- "'Sarah explained thing clearly and was friendly, helpful & put me at ease"
- Good all round service. With Polite staff
- Good service
- Prompt & professional.
- Appointment on time with the nurse very helpful and professional
- "'The nurse was on time . And I asked her if she would weigh me, as I thought I'd lost weight, for no reason. But she did and everything was fine ."
- Always friendly and helpful and good to me when I need them
- "'Was seen at the appropriate time, friendly nurse and did the job well."
- Prompt and Professional treatment
- Was well informed by GP and listened to as well.
- "'Don't know"
- excellent service
- The doctor addressed all my concerns in a caring and responsive manner with clear and in-depth answers: the receptionist was friendly and efficient at arranging further appointments
- Polite and thorough service

- Appointment on time and good technician
- Was suppose to have face to face appointment with doctor at Flanshaw lodge care home at 11.05 never attended The doctor phoned the care home with the appointment and I also had a text stating this
- The nurse was very friendly and helpful in attending to my concerns and needs
- My mental health nurse was lovely and listen to me
- I find contacting the GP via patches so much easier then trying to get a GP appointment
- My appointment was no good as it was with a doctor and it should have been with the diabetic nurse. The doctor said he get me a new appointment
- Dr Bakare is very knowledgeable and helpful. Lovely staff and atmosphere
- Very friendly
- Always a good service
- Very efficient
- Spent 4hrs running around trying to get a appointment while i was unwell
- "'Homestead Medical centre is always a great place to be seen, and Dr Irelewuyi is a fantastic GP."
- Ability to be able to contact surgery without the need for an appointment.
- All doctors and nurses are friendly
- On time - lovely nurse.
- Lisa was friendly efficient and explained everything that the tests were for making sure that we understood everything clearly.
- On time satisfied with the results
- Very professional nurse
- Very good treatment as always from this practice
- Because the service was perfect. And I am very satisfied with my treatment .. Thank you all so much.
- Very nice
- "'Receptionist very polite and friendly, nurse who I am now familiar with, dealt with me in a professional and very friendly way"
- I had a telephone call from the nurse to check how i was keeping after a long three weeks of Steroids and Antibiotics due to a persistent chest infection. I very much appreciated the call from her to check things were improving.
- Efficient service
- Nice people
- Nice and helpful doctor and i was seen very quickly
- A friendly welcome at reception. Clean comfortable waiting area. Friendly and knowledgeable doctor
- The doctor that I saw was the best that Ive ever seen here. She really made me feel at ease and talked through my concerns clearly and thoroughly. Excellent service.
- Staff are polite and the surgery is very clean
- good service
-