

Friends and Family  
PPG Feedback

Results period:  
July 2024

Completed Questionnaires:

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

Results:

100 (77%) Very Good  
  
24 (18%) Good  
  
2 (2%) Poor  
  
2 (2%) Very Poor  
  
0 (0%) neither Good nor Poor  
  
1 (1%) didn't know

Comments received:

PATCHS

- Original messages never give details only computer contact details. Useless do not have computer Only a phone
- "The GP i saw Dr Sarah explained things perfectly, she put me at ease, i felt comfortable with her, did not at all feel like I couldn't ask questions."
- "Wasn't waiting long to be seen, nurse was lovely too"
- The nurse was very nice and explained everything
- Because the staff were very helpful
- Doctor Amir was polite and kind and listened to my issues and gave good feedback and changed my medication for the better.
- Not waiting too long and friendly
- "I felt like the Doctor really listened to me, I am finally getting an MRI done. He was very thorough and professional. Im a very happy patient. "
- "I have never had any problems accessing appointments for either myself or my children, something I am profoundly grateful for. Your clinicians are sensitive and helpful, even when Ive brought my little ones in and its turned out to be nothing - Ive never been made to feel silly for worrying. This particular appointment I felt so anxious about. Dr Bakare was very kind and Id like to pass on my thanks for that, whatever the outcome. It does make a difference. "
- Could not have been better. Excellent service.

- Nurse was very informative
- The nurse that attended to me was very kind and accommodating
- I was at ease with the doctor i spoke to she was very nice she listened to what i wanted to say so very good
- Doctor was very thorough and listened.
- Very friendly lady on reception and Sarah (MH Nurse) very professional.
- I was attended to by the doctor
- "Took bloods, quick and efficient. No problems. "
- The people are all friendly and knowledgeable. It all makes for a good atmosphere for me as a patient.
- I really enjoyed every bit of the antenatal appointment
- She listened and was very helpful. As i was getting little upset
- "Very Friendly and helpful DR, always had a great service at Homestead Medical Centre. "
- Because i was well attend to
- Lady doctor listened well and didn't rush me
- "Unable to obtain the medication from the chemist next door as it is no longer available and, has not been for approximately 8 months. Went back to the surgery to be told would have to wait until Monday, why could an alternative been given."
- I phoned for an appointment at 11.15 and got straight through on the phone and was given a 12.30 appointment the same day
- Sarah is both extremely personable and highly professional
- Natalie is very professional all the time and makes you feel over comfortable when having injections done.
- "Wow , amazing new doctors. She had time and explained everything .. and felt much happier .. "
- "No waiting, good advise and helpful staff"
- Both the nurse and the receptionist were really helpful i was helped to set up airmid too
- "Appointment on time very attentive nurse and sociable, put you at ease"
- They dealt with issues i went to the surgery with.
- On time and professional and friendly nurse
- "Very knowledgeable kind and helpful, especially Dr Prabhu "
- Efficient friendly and helpful
- Staff polite and friendly
- I find the staff friendly and I never have any issues getting appointments when required
- I got the info i wanted
- Very pleased with advice given
- It was good experience the nurse was good

- The staff were very pleasant and able to talk to the doctor about referring my mum to have her ears checked out for new hearing aids.
- came for blood test very quick in out
- Straight into my appointment at the right time
- "The nurse was extremely friendly, cordial and delicate. She listened to me carefully, took notes and gave me all the explanations. The blood rage was perfect, without any pain. It was the first time I went to a consultation in the UK and I'm really happy. I look forward to the next appointments, hoping they are as good as this one."
- "Called and was offered an app with a professional knowledgeable lady. I have been to the doctors quite a few times about the same problem, and got no where. The female who saw me, listened, was empathetic and gave me advice, spoke to the doctor and got a prescription and also referred me to a specialist for menopause. Lovely woman, she really listened to me and was empathetic with my issue."
- Always pleasant to attend the surgery.
- Listen to what I was saying and help me
- "She's so accommodating and helpful "
- Charming nurse everything went well
- Very well organised professionally run surgery
- Very good service
- quick and prompt as always
- Lisa was very efficient
- The nurse I saw was lovely & informative
- Had a decent talk to Sarah about my diabetes and other things
- The staff was very helpful and friendly
- Would of liked to been seen face to face
- "The Dr listened to everything I had to say then asked to examine me. He went to get a female nurse to come in before he did. So that was very good. And I am happy with everything at today's appointment "
- "The doctor I've seen today was helpful and caring. "
- I was made to feel comfortable and was spoken to through out the procedure
- The nurse we have is always so good with daughter and always makes the appointment so calm
- Because she advises me and have me some tablets.
- Because a got to see a doctor
- I needed the appointment for my joints pain as i was struggling but they gave me appointment with a practising nurse rather than a doctor. No medicine is subscribed and just told to take multi vitamins to make bones stronger. I needed stronger pain relief rather than vitamin d.

- "The lady who saw my son was attentive, listened, and very good at communicating and reassuring him x"
- Better than phoning as you can find the answers to let me know
- Received answers on all questions
- Emma was so patient and made me feel so comfortable while doing my smear test thanks
- "Nurse Emma is so lovely, professional and polite. "
- The midwife was very nice and patient
- Nurse listened. Empathized. Friendly. She showed she cared about patients. Explained what she was doing and talked about every test and results.
- Informative
- "I was straight in, even though I was 5 mins early. Nurse was very thorough and listened to everything I told her. Overall very efficient, professional and friendly. "
- Waffa was very friendly and thorough. Made me feel at ease.
- very nice nurse as always
- Very helpful and cheerful explained everything so i could understand
- Recent issue with medication sorted efficiently from a polite and very helpful member of staff
- "Quick and efficient visit, blood test, no fuss, nurse was positive, friendly and gentle, no complaints."
- "don't like going to doctors if i can help it, but everyone very helpful and do try to help me. "
- Lisa is always pleasant and helpful. Efficient.
- Had a 15 min wait this morning as it was busy . 1 patient had his mobile phone on very loud & was having a conversation on it . This would be annoying if not feeling good . On the positive side easy booking in & waiting room very clean . Nurse very pleasant & efficient
- Nurse Richardson was very helpful and explained what was wrong and what was going to happen next
- I attended as my son has an infection in his finger. The doctor gave me a pin from his drawer and told me to pop it at home as he didn't have the equipment in his room.
- The nurse I saw today was patient and understood my needs and did what I required. Thank you Sarah!
- "I felt actively listened to, my opinions were taken into account to work collectively for better health management."
- Explained possible side effects and explained why to vaccinate
- Good service and friendly nurse
- Efficient service.
- Natalie was very polite and attentive and also very efficient. Thank you.
- "The nurse very nice, friendly & helpful & answered all my questions."

- For better services and to help with any adjustment if necessary but my experience was good thanks .
- Extremely professional and really listened when i talked first time in a long time i felt heard.
- I've always found doctors n staff at homestead clinic very helpful and pleasant
- Everyone is all very helpful and will try to sort you out
- Very professional and friendly towards the children when attending appointments very smooth appointments.
- I had no problems my appointment was on time
- The Physicians Associate Wafa was an excellent communicator whilst checking my condition and referring me onwards.
- Not late
- "Very helpful, patient and explained things, very good doctor"
- Doctor very good at explaining everything to me and referring me on to specialists for my problem
- Everyone friendly and helpful
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