

Friends and Family
PPG Feedback

Results period:
June 2024

Completed Questionnaires:

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

Results:

98 (69%) Very Good

25 (18%) Good

2 (1%) Poor

3 (2%) Very Poor

11 (8%) neither Good nor Poor

3 (2%) didn't know

Comments received:

PATCHS

- "The response that I got after calling was amazing, even the service"
- Excellent service
- "the nurse was very helpful, explained everything well"
- Not much waiting around. Receptionist very polite.
- Called the time I was told and listened to the problem I am having
- The Staff and Doctors are all really helpful and considerate of your needs and seem really caring and there for you.
- The staff are all friendly and helpful.
- Booked my appointment to see doctor and got a appointment within a hour of my call thank you
- "I've nothing to complain about at all. I find the Doctors practice very good so far."
- Because it was very good.
- Excellent service was called on time and was very quick in dealing with what I went for.

- Dr Irelewuyi made me feel safe and talked me through the while procedure and what it does and how. Explained the risks but I knew I would be fine in his care. Fantastic Dr
- The nurse was friendly.
- Offered some good advice.
- It was a good experience
- Excellent service from reception to medical team
- "Running over 45 mins late. No text or call to let patients know in advance. Only found out on attending after checking in. Only offered reschedule after waiting 30 mins + already. Appointment rushed (multi tasking / doing too many things at once), albeit only at end when taking bloods (rest of appt was fine). Caused bruising / injury when removing needle. Aching arm for rest of day. Blood loss more than usual. Could not return to work. Had to take rest of day off. "
- Very understanding and helpful
- "Every member of staff I have ever seen at Homestead Medical Centre has always treated me very well, including the reception staff. I have always felt looked after. The staff are friendly and kind, and a pleasure to visit. Nothing is too much trouble. Dr Prabhu is the first GP I have ever known to have gone out of her way to treat me and follow things up on my behalf. I can't recommend the GP Practice enough."
- very poor service
- It was nice to talk to the dr and solve some of my problems was really nice and relax feeling on the whole was very good.
- On time . Waiting room clean . Nurse very pleasant .
- Because of what I said.
- The nurse I saw was very professional and polite
- Very caring
- Really helpful during my appointment .
- "The lady doctor who saw me took time to listen, did all the relevant tests etc, apologised for me crying which wasn't her fault. She was just amazingly caring"
- Just great
- Thanks for helping
- "I'm very satisfied with the visit. Very nice doctor, helpfully."
- "The nurse I saw Emma was really nice and understanding, there was barely any waiting before my appointment "
- 1st time used so confusing. Hopefully the request has gone through

- Concerned about my health as wanted to see face to face
- Waffa was a fantastic clinician. She listened to what I said and took notice of my concerns. Thorough and empathetic in her approach she is an asset to the surgery.
- "Easy check in, the midwife I was seeing is so so lovely, always keeps me at ease"
- "Doesn't suggest any doctor or specific reason , we have to be really bad to sent us to hospital, to know exactly what we have"
- 1010 morning app service very good but just been to pharmacy next door to be told at 3 10 only just dropped and they don't have it in after wait till after lunch tomorrow the 13th to collect
- "Didnt want to listen to me and only wanted to listen to my son ,kept shushing me told me he wont give my son any tablets when he's been sick for months. Asked for a blood test and he refused saying its a waste. when I asked for his name he told me to go book an blood test appointment really disappointed "
- "Explained everything clearly, friendly and professional. Seen straight away."
- Gp was very caring patient and helpful
- I don't know because you told me to do feedback
- Appointment on time Didn't feel rushed Good knowledge Approachable and supportive
- "The doctors usually listen to my worries/concerns and more often than not, provide the best advice. The doctor today listened to me and provided what was required for my sinuses to get better. "
- Got help I needed
- "The mental health nurse was the worst practitioner I have seen in my life. For a mental health nurse she speaks that loud she may as well be shouting. I didn't get the help I asked for and she kept asking questions in relation to my fathers mental health issues and not my own. I will now have to move surgeries as the practice isn't respecting my needs. I got told by SWYFT- single point of access to get my gp to make a referral and I have failed in my attempts twice now. My go from Wales referred me to SWYFT. Yet my GP in Wakefield has not. Everybody scratching their heads to why men commit suicide, no help available that's why. We get told to speak to somebody yeah and what happens? Nothing! Worst way Ive been treated in my life."

- Very very friendly discussion.
- Easy to attend.
- Very helpful Made me feel at ease and understood
- "Spot on time, same day appointment "
- Good service
- Because the nurse let me talk about my husband (he died last year) and other things. She was very kind and told me a little on how to manage my condition
- On time and a very good nurse who made my son feel at ease when he was having his bloods taken.
- My appointment was at 15.00 and as soon as i walked through the i was called at 14.45 excellent service
- He was good
- "I was not in touch with the Homestead today, I have only put in an online request; however but all my previous requests for fit notes submitted via Patches were very overdue and I had to chase them multiple times over the phone. This has caused me a lot of stress because I was unable to meet my employer requests for sick note."
- "I had an appointment at 14:50 but didn't get seen until about 15:10, however once I was seen by the doctor everything was fine "
- "I was booked an appointment for pneumonia jab, only to be told that i had already had one , and i could not have another. Why was this not checked before the appointment was made?"
- My GP practice have always provided an excellent and friendly service.
- "Receptionist was very curt and dismissive..... although the paramedic we saw in appointment was okay..... didn't really fill me with confidence....and said we didn't need antibiotics....."
- More or less on time. Blood test quick and painless
- I have always had a very good experience with Homestead Surgery and the staff.
- Pretty much on time and the nurse was really friendly and helpful
- Friendly and very efficient at taking bloods
- Nurse was amazing from Start to finish
- Didn't wait long and service was exceptional
- They are always very good I have yet to speak/have contact with them for this request

- "This is solely on the doctor my daughter saw today he was friendly, professional, however the same can not be said about the staff on reception they are rude and very unprofessional and not welcoming at all I don't normally ever complain I understand it's a busy job but that shouldn't stop them being professional and be considerate it is a doctors after all .it's getting to the point where I hate ringing up for appointments because of the rudeness from reception if I lost my temper with them it would be dealt with but yet they can get away with it."
- Because i had to wait 10 15 mins for my appointment please improve this thank you
- Seen on time. Painless blood test. Excellent practitioner.
- Appointment was on time & staff were very friendly and helpful
- Nurse was extremely pleasant and made me feel at ease for the entire appointment. An absolute credit to the medical centre.
- Because the doctor was very thorough and professional and put me at ease
- I was seen on time and the nurse was very friendly and helpful.
- "Because everyone I saw were kind, helpful and understanding. "
- "I can never understand why you book an appointment, explain the reason why to reception (blood test clearly needed). Then when you have your appointment, which last approximately 1 minute out of the 10 minute slot you have, they can't do the blood test then and there. Why do you have to book another appointment for a blood test when it could be done in 1 appointment. Seems like a waste of everybody's time. I also cant understand why when you book the appointment the receptionist tells you there's no appointments for the same day only to roll her eyes when you ask for blood forms printing instead then miraculously a same day appointment appears out of nowhere.
- The Doctor went through all my problems
- They were really kind to me
- "I received a referral to St James Hospital, and SJH then wrote to Homestead to advise of some tests to be carried out. I was told by the staff at Homestead that they would contact me when they received correspondence from SJH, however I never received a call or any communication. Eventually I saw on my online record that the letter had been received and uploaded by Homestead, and I called myself to make the required appointments. When I did eventually

have my appointment, the staff were very good and the nurse that I saw was excellent. I am very happy with the treatment by staff, however, communication could have been improved beforehand to proactively follow up with myself."

- The Dr i was seen by was very friendly and kind and she is investigating my concerns. I really appreciate it.
- "The nurse who attended us was very friend and communicated with us about the service was excellent. She made us feel comfortable throughout the visit "
- Dr Fatima was brilliant. Very caring and understood the issue well.
- It is a Sunday and the practice is not open. So unavailable to make an accurate verdict
- Nice.. polite..
- The nurse i saw was really nice and put me at ease
- I was very pleased with the way I was treated and a lovely and polite nurse well done
- Never replied to my original message regarding my liver scan
- "I was seen in good time and was put at ease. The treatment, blood pressure, was taken efficiently and in a friendly manner."
- My first experience of the surgery and it is well set out. Receptionist very friendly and helpful. Nurse was polite but I felt it was a very quick appointment and no explanation of what would happen.
- Really good information and service. Made my son feel comfortable and made sure he understood what they were prescribing him.
- The person I saw was very good and she called me in early
- Strongly listened to everything that was said.
- Listened and then offered some good diagnosis to try. I felt valued and more at ease with her valuation
- "On time, very nice doctor."
- Willing to listen and very understanding
- They are always very assertive and helpful with any queries or medical needs
- In and out before my appointment time. Felt listened to and worked together to make a plan to move forward positively.
- Ive to wait for extra minutes for my appointment
- Very happy with my visit today
- The doctor I saw was very nice and helpful and a lovely manor

- As a new patient with the appointments system that you got in place very good idea to split the calling times
- The person taking the blood was sensitive and reassuring during the process.
- Less stressful than staying in a Que especially when your at work
- The doctor and her assistant made me feel very comfortable explaining everything
- Very respectful and was prepared to listen to any queries I had
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