

Friends and Family
PPG Feedback

Results period:
May 2024

Completed Questionnaires:

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

Results:

87 (71%) Very Good

19 (16%) Good

4 (3%) Poor

4 (3%) Very Poor

7 (6%) neither Good nor Poor

1 (1%) didn't know

Comments received:
PATCHS

- Been very accommodating and helpful in particular Sarah Richardson
- Doctor has not looked at my notes whatsoever and basically assumed.
- Online interaction
- "The team always look after my needs and they've been very willing to help."
- Great service today. The new telephone system seems to be working far better.
- Sweet staff and quick service
- "Clean environment, not crowded, signs clear."
- "I felt totally at ease and that I mattered so very kind and helpful."
- Was checked out reasonably well . Given advise to do myself and advised to come back if got any worse
- "The nurse (sarah) is fantastic, she explains everything in a professional manner and i feel totally comfortable in her care"
- "My initial appointment was cancelled due to sickness of staff member. They tried to call me to arrange a new appointment (unfortunately I missed the call , sleep mode on my phone doh!). When I arrived they quickly arranged a new appointment the same day. "

- I made this request yesterday (9/5) and I only got a response today (10/5) telling me to ring the surgery. I would've just done this in the first place if I knew
- I was told I wasn't able to make an appointment today and will have to wait till Monday even though I'm still struggling with a lot of discomfort.
- Because everyone helped me in a very pleasant manner
- Homestead are always polite & helpful
- "Emma is and has always been an amazing nurse to see, always friendly and makes you feel at ease. Very knowledgeable and always happy to offer advice. "
- "The nurse Sandra is excellent, she was very efficient, friendly, informative and caring. "
- Appointment on time.
- "Dr Prabhu is amazing. I feel she really listens and cares. I wanted to see her as I've been twice and felt I haven't got any answers until I saw her. I managed to book online for an appointment today which was better than calling and I could easily cancel my appointment for later in the month. "
- Nurse Sarah was very kind
- "Pleasant staff and a pleasant experience. Felt comfortable and relaxed, a nice trip out 10 out of 10 everyone"
- Was nice to talk about my problems .and get the results of my tests they did today . All in all it was a good experience and results well done thank you
- Its good
- "The nurse was lovely. Listened, very kind and appointment on time. "
- Got in the same day to see a doctor.
- "The appointment itself went smoothly, albeit 10 mins late for no apparent reason in an empty surgery
- "Polite, efficient staff. No crowded waiting rooms, clean & tidy, good parking. The nurse practitioner i saw was excellent, knowledgeable & helpful. "
- Cause the guy i saw didn't seem to understand my needs and what was wrong with me i will now. Have to see someone else he hasn't helped at all
- very nice
- Appointment was close to scheduled time Nurse was friendly and blood test was comfortable and without any problems
- Blood test
- Gp are always ready to listen and they are quick to respond to patients
- "Nurse was very good, professional , explained everything "
- Very informative and helpful Answered all my questions
- GP message was very clear and what was needed and no hassle for a referral to a paediatrician.
- Not helpful at all I didn't have confidence the gp
- Very lovely nurse
- DR took his time answering all my concerns about my 3 month old. He didn't rush me or did plenty of checks on my son.
- On time and good service

- Receptionist was very helpful
- Appointment was on time. The nurse who took my blood for testing and then gave me my shingles vaccine was excellent. She explained the process for both and told me when my blood results would be back. She explained about the shingles vaccine and also the follow up process. Very happy with the appointment.
- Ive had to write in an email as a complaint to the practice manager
- Seen on time. The nurse explained everything very clearly about my tests. She was patient with me too.
- "The practice nurse is very efficient, thorough, caring and professional. "
- "Lovely doctor, checked son over, reassured"
- "Nurse was very friendly. Made me feel relaxed. She explained, to me in detail, that the injection would not make me feel any worse ,than i am."
- "Timely, friendly staff, excellent procedure."
- Kind professional empathy
- Always polite & friendly
- On time in service
- Appointment on time plus very good explanation of my problem
- nurse lisa was brilliant and very kind Thank you
- "The doctor that I saw was incredibly rude and made me feel very uncomfortable. I explained a problem with my hands / fingers and that I thought it may be arthritis. He then did a good search, showed me a series of images and asked me if I thought my fingers looked like any of them. I came to see a GP looking for some help, had I wanted to diagnose myself using Google then I could have done that at home. If he didnt think it was arthritis, he could have simply explained why instead of trying to belittle me and speaking to me in a condescending manner. This is the second time I have been made to feel this way by this doctor so in future, I will not accept an appointment with him and insist on one with someone else.
- Prompt appointment efficient in and out for what i needed.
- "The care plan given to me did not show up to date readings. It would also be good to be talked through the care plan ,rather than just given it with no explanations whatsoever. My blood pressure was taken among other readings, but in the care plan the latest readings were Jan 2024,i would have expected the care plan to have my plan to have my day to day info,21/5/24and not my previous readings..ie Jan 2024"
- Appointment booked several weeks ago to remove suture that had not been removed and causing issues. Arrived at surgery to be told they don't do minor surgery today and Appointment was a mistake. Dr i saw eventually agreed to complete procedure and completed very well.
- Very friendly. Helpful and informative
- "Very good nurse and doctors haven't had any problems with the homestead
- Just was
- A very nice and professional nurse.
- Due to the doctor putting my mind at rest and issuing test
- On time & friendly nurse

- The nurse was helpful and supportive when I saw her earlier today.
- "'Appt was on time, good welcome, explained everything clearly, & very helpful."
- Gave me a good examination and explained my diagnosis
- Felt he just wanted to get me out told me to up my inhaler told him i had and done nothing just ignored thjs is after been told to go to chemist they couldn't do a prescription what the doctors reception said they could shocking service
- she was kind and helpful
- Very quick and friendly nurse
- Excellent service...nurse is very knowledgeable
- In to see doctor on time.
- Nice nurse
- Came a bit earlier for my appt with the nurse was able to go straight in.. booking in was easy and quick
- "'The appointment itself was great Emma who we saw spoke to my son and treated him with respect and was asking him the questions even if he wasn't sure how to answer. But the appointment was on Wednesday and we are still waiting for his steroid inhaler that he was supposed to have started taking plus he was meant to start doing a peak flow reading for 2 weeks but still don't have a peak flow from the chemist as his prescription hasn't come through think this is what is letting the surgery down at the moment "
- "'I am satisfied with the care at this clinic, I have undergone the appropriate tests that I need at the moment"
- Nurse very helpful. Appointment on time.
- The nurse is a very friendly and efficient and makes me feel that she really cares.
- The nurses I saw were very caring and helpful
- Good
- Much better service than my previous doctors where they didn't do annual reviews
- "'Clinical staff accommodating and friendly, kept me at ease. Receptionist unprofessional and dismissive, definitely in the wrong job!"
- An appointment was made for me at the surgery instead as telephone appointment
- No contact outside of PATCHS
- Good friendly staff
- Appointment very quickly organised
- Went last week and today with very painful ear. Antibiotics didn't work. Told today its not infected so its clogged with wax. Due to go on holiday and nothing can be done until well after I come back. Last weeks visit was a nightmare. Had to come back three times before I got the medication . Very very disappointed with the whole experience. Very rare I go to doctors and hopefully wont need to go again. Shall have to suffer all through my holiday and beyond.
- Staff are always friendly and my appointment was thorough and on time.

- "The lady doing the blood test was brilliant, barely felt it and she also was good at listening to me about the forms I brought and where the samples would be sent. Really friendly and professional too. "
- The nurse that I saw to take my blood was very friendly and made me feel at ease. She explained what my tests were for and when / how I can see my results.
- "The doctor who i saw was very thorough , and receptionist very helpful n friendly "
- The nurse is very pleasant and don't feel any pain when she took my blood test from me.
- I gave these answer because I of the warm reception and care.
- Doctor gave good answers
- Because appointment with nurse was very friendly and nice.