

Friends and Family  
PPG Feedback

Results period:  
November 2024

Completed Questionnaires:

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

Results:

92 (82%) Very Good  
  
16 (14%) Good  
  
1 (1%) Poor  
  
0 (0%) Very Poor  
  
3 (3%) neither Good nor Poor  
  
0 (0%) didn't know

Comments received:

PATCHS

- "The problem was diagnosed quickly and I was reassured. Some cream was prescribed, which I collected later."
- I felt the doctor was listening to me and didn't feel rushed
- If was completely at ease during my appointment today which is how I like It.
- Because they asked what I am worried about and what I want to happen
- On time. very pleasant.
- "The appointment itself was fine, but the lady on reception could do with some tact. Not only does she speak really loudly, she also left me feeling stupid when I asked, after being told by a nurse that I could request a pregnancy test,. I asked quietly so other wouldn't hear and she repeated it very loudly. Then proceeded in a tone that made me feel like I was an idiot for asking, that you don't provide them and to go buy one. Thankfully I'm in a position to be able too but still, mortified as a sensitive subject. "
- Very helpful
- Nice doctor good examination
- "Doctor was brilliant, he made me feel like I had time to talk and he listened. "
- The nurse is very professional and very good at listening and very helpful with the information i want regarding my health
- I was very pleased by the treatment and the polite helpful staff I would definitely refer any of my friends!
- They are always good to me
- Appointment on time very pleasant reception and efficient friendly consultation
- Receptionist very helpful
- Lots of information nice lady!

- Appointment running to time quiet waiting room pleasant staff
- Appointment on time and explained everything she was doing
- Lisa always listens closely and involves me in making plan for future treatments
- saw Lisa Bartram nurse today shes always welcoming and we have a good conversation when I see her so all's well except she took a lot of my blood
- ""When I telephoned to make an appointment, the receptionist was polite and very helpful "
- Took great care of me
- ""Went to see the practice nurse, She was excellent and professional."
- Patient and pleasant staff.
- The nurse was really helpful
- Was called into my appointment on the time I needed to see the health professional whom I was booked to visit. Kind service provided and polite
- ""Natalie is a nurse I have seen many times before, never fails to impress!"
- Very impressed with availability of appointments. The staff are all friendly and helpful. The overall appearance of the surgery is excellent. The service and advice I had today from the very friendly doctor was excellent and I feel at ease with the wonderful way my problem was dealt with. Thank you
- Friendly staff
- Understanding to my needs and reassuring
- Appointment on time. Nurse very professional.
- Because i was treated very nicely
- On time very efficient and pleasant staff
- The staff at the medical center are all welcoming and helpful the doctors understand your needs and assist accordingly.
- Emma was warm caring and easy to talk to. She was helpful and answered all my questions happily
- Very nice and helpful
- ""Made to feel at ease. Experienced, caring and professional care given. Received relevant additional advice and information. "
- Pleasant kind nurse. All tasks completed quickly and in a gentle manner
- Great Surgery thank you.
- ""The nurse was polite and friendly, courteous. "
- Lovely friendly nurse who took the time to answer some questions I had about my health check
- Really easy on tile appointment and Sarah Robinson is a credit lovely lady
- Never can see doctor cant get appointments
- Because I received very efficient and thoughtful care.
- ""Lisa was so good in taking blood test and very gently and kind, that made me give a feedback."
- ""Receptionist, fantastic never fail to give me an appointment. "
- Was given a thorough examination & proscribed medication for my complaint
- GP lady was very friendly and informative
- Lovely doctor. She aloud me to speak.
- ""Dr Prabhu was very helpful, did all the checks and listened to me. Grateful "
- WENT OUT OF HIS WAY TO HELP ME X
- Very nice Doctor
- Everyone was very professional and polite
- Everyone is always pleasant and helpful
- No wait staff was very friendly

- Staff is very helpful and do their best to meet your needs
- I was the only one sat in the surgery. No one on reception. And yet you cant get to see a Doctor. What is happening g to the NHS
- Doctor prabhu was very thorough and listened to. what i had to say
- Was able to see doc straight away
- I was seen quickly. Doctor was very pleasant. The appointment went well.
- ""Due to being sent on pointless visits. I accept my deviated septum is not a serious injury or disability. But going to Pinderfields and using a nasal flush as suggested by Dr Bhasker wasted my time also. Dr Rogbeer had said i needed septoplasty at the least so going to Pinderfields for a nasal flush was pointless. I understand the wait, the nhs is very busy, but not being told to use a nasal flush? I did not see how this would straighten my septum."
- ""Had appointment with nurse Sarah, helped resolve issue we had with inhaler and our medication queries ."
- Sarah Richardson was very thorough and took her time to get the right decision
- Seen on time & procedure carried out painlessly
- Brilliant Practise and really helpful doctors and staff thank you so much for your help.
- ""It was really appreciated that I got quick appointments for my health concerns, both nurses were so caring and lovely."
- ""The doctor and nurses are wonderful at this practice, today they were caring and lovely and I really appreciated that."
- ""I have had 3 appointments today, one with the doctor and 2 with nurses, all 3 of them were lovely and caring and really appreciated it so a big thank you to them. Homestead is a wonderful practice."
- Nurse explained every thing very friendly and welcoming
- Appointment was 10 minutes later than scheduled
- He was very good
- Quick friendly.
- Actual appointment was excellent as usual. Just 15 mins late being called in spoiled the experience.
- I spoke to someone briefly about getting a sick note and they directed me to patches. It wasn't a very long call but they told me what I needed to do. Could have been better if they've explained the system to me a little as I had to work it out myself.
- She was very helpful polite and understanding
- Amazing service as per usual
- Did not have to wait to long. Also reception lady was very helpful.
- Emma was lovely reassured and helped us
- The doctor explained what he had to do and I understood.
- Went out of way to assist me thanks
- Very professional understanding did her best to help and support me. Didn't feel uncomfortable or judge with what we were discussing gave me time to talk and listened to me very well.
- Seen on time & the appointment was handled very professionally Was given a thorough check up and also given the RSV injection at the same time which saved me from having to book another appointment
- My situation has been dealt with very efficiently in my opinion
- Was seen quickly and on time
- That was my second opinion appointment. I was seen by Dr Sameh Fathelbab.
- In a nutshell Absolutely brilliant GP with great expertise. Id say the best GP in this surgery. Hes 10/10!
- The nurse I saw was so friendly and polite. She was very informative and comforting considering the nature of the appointment.

- "'Efficiently done however a lot of closed questions so I didn't feel like we were conversing but like tick boxes were completed. "
- Appointment on time.
- "'Prompt, friendly, put me at ease"
- "'After I'd been so sick in the summer, all contact with the GP, pharmacist, blood nurse and receptionist has always been excellent. I have been a patient at this surgery for over 40 years and it's wonderful to see our struggling health service giving exemplary care once again."
- Overall the service was very good and professional
- "'I managed to get an appointment quickly and got the help I needed, also got some information I wasn't aware of for future appointments."
- "'The Dr was fantastic with my very anxious daughter, thank you. "