

Friends and Family
PPG Feedback

Results period:
September 2024

Completed Questionnaires:

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

Results:

136 (79%) Very Good

19 (11%) Good

9 (5%) Poor

4 (2%) Very Poor

4 (2%) neither Good nor Poor

0 (0%) didn't know

Comments received:

PATCHS

- Friendly and caring nurse
- Lisa is helpful & good at her job.
- Our nurse Emma is lovely and always explains what is going on. Also we were seen quickly
- "Didn't have to wait too long"
- Lisa the nurse was lovely also receptionist was very helpful
- Its difficult to see GP almost impossible.
- "Went in for a full health check after calling 111 Friday as I have worries about numbness in my left arm , sore bone on my left wrist and elbow, sore left shoulder , even left ankle bone.. this was not the case , need a full check up. They just told me to raise my shoulder and said I'll book some physio and goodbye !!!"
- When she takes blood it does not hurt
- I was in and out really quick
- Very helpful
- "The receptionist was very nice and helpful. Easy to communicate. Nurse Sarah who did swab test for me was very lovely. She explained everything to me, listened to symptoms and told me what will happen next :)"
- "Helpful staff, efficient, short waiting time."
- "Logged in on entry to surgery, sat in waiting room, 5min. wait. Seen by very pleasant health worker. Total time of 15 mins. and on my way. "
- Friendly & professional asked me questions about how I manage my condition & future management & answered any questions I had.
- Dr. Prabhu took the time to listen to my symptoms. She showed empathy and understanding and of which I am very grateful for.
- Always listen to my problems and give good advice

- Very quick appointment. Excellent explanation of the treatment and Very well administered
- Appointment on time. I had a vaccine. Well informed about what I was having. Lovely nurse that did the vaccine
- "The nurse was lovely, non judgemental and was helpful"
- "I tried to order my repeat prescription over the phone, and was given a code to do it. I then had to phone back and input the code which didn't work! I then called back but repeat line wasn't open. "
- I felt that Dr I saw listened to my problems and showed an interest in what I was asking. They took time to understand about my condition which isn't easy
- I was 12th in the Queue and asked for a call back and not long after got a call and an appointment.
- The GP was really helpful
- "Wasn't waiting long, Natalie was thorough and receptionist too, no complaints "
- Call back used. I think that's an improvement. Appointment given and satisfactory
- Felt at ease and was welcomed by a smile and a hello.
- Two very nice friendly nurses no waiting around chatted about the jabs i was getting job done as i was so nervous on the approach
- The staff from receptionist to nurses were very pleasant and efficient.
- "Not long waiting times, Emma the nurse was also lovely "
- "Good personality, put me at my ease, answered every question"
- It was very good because the staff was so amazing. I left feeling grateful for such a wonderful team.
- My appointment was on time
- "The nurse who saw, cannot remember her name, was so kind and understanding and promised to look into what I discussed with her "
- "Natalie is always very professional ,thorough ,and has a great attitude to her patients"
- "Very knowledgeable lady, received good care and attention."
- Friendly and polite experience
- "The nurse was brilliant at her job, knowing exactly what to do with my blood box and forms that have to be sent off "
- The doctor was excellent and explained the problem I had. She will arrange further help for my problem.
- Lauren was very informative and helpful to what issue i was experiencing.
- Staff is always nice and helpful never had any issues
- "Yes, I found it very useful and. She went into detail regarding Explaining about sciatica and thinks i can do to help .I feel it is a fantastic think to have people who can tell you what courses it and also the best way to help the pain and exercise to do is great i felt much happier and understood more about it "
- Very easy to use
- Kind and helpful.
- The GP explained everything about my problem.
- She called Sarah Very support and very friendly
- Dr Samey was very thorough and very helpful
- Nurse explained everything clearly & even fit in my bloods
- Friendly and helpful staff. Blood test done painless and professional.
- I was very satisfied with the way the appointment was put in place concerning an issue identified elsewhere.
- "Because i got my appointment fast and didn't have to wait long"
- because the doctor explained my problem and sent me extra advice and exercises. he very easy to talk to and i left feeling a lot more positive

- Dr Prabhu was very efficient
- The systems in place and the staff members are very efficient
- Easy and well organised
- Emma is very knowledgeable and helpful and was gentle doing my bloods!
- Everyone has been very helpful and supportive
- Doctors love to rush patients in clinics Or either don't Understand your problem some seem like they shouldn't even be qualified and I've probably only met one nice member of staff being at home practically my entire life will have patience go back over and over for the same problem
- The prescriber I saw appeared dis-interested. I believed I had an infection and he immediately said no. 2 days later I saw my specialist who I am under due to an Achilles injury and low and behold I have an infection. This is serious as the surgery I had is prone to infection and can be a really serious issue. As you can imagine I am not happy at all.
- Nurse was AMAZING very attentive.
- No waiting doctor very good
- Staff always pleasant and helpful
- Very nice doctor she didn't rush me
- Thank you
- I got very good answer for questions and help
- "Emma the nurse was so easy to talk to, so understanding and thorough. "
- Nurse was AMAZING
- Came for asthma review was 15 minutes late getting in and told I was there for my NHS review. Asthma review wasn't thorough half of questions missed and then was weighed and had blood pressure taken which has never happened before at an asthma review
- Very helpful
- Prompt time quick and easy appointment
- Appointment on time Doctor very friendly and easy to talk to
- I was able to pre book the appointment at a time and date suitable to me. The nurse was amazing and very reassuring about the procedure she had to do.
- The practice nurse was helpful and efficient. Thank you for the care plan. In an emergency it could take hours for an ambulance to arrive.
- Phone system hangs up after your chosen option is selected but unavailable. It doesn't allow you to go back or hold on to speak to someone. Receptionists don't seem to care
- Poor
- "Seen on time, Sarah explained the blood tests I was having and why, she was friendly and genuinely seemed to care."
- Made to feel relaxed everything was explained clearly
- Everyone were polite and very helpful
- Friendly and efficient service
- "Although I don't like having my bloods done I was made to feel very much at ease by the nurse."
- They are totally attend all patients...thanks God bless all of you
- The GP took time with me and I got a good understanding of my condition
- "I was given a specific bandana, the visit was very good, I am very happy with the visit to the doctor "
- Very helpful and Friendly and act quickly
- Sarah was so friendly very little pain and still got out fairly early
- Receptionist are lovely and very helpful. Usually get quick response too
- My nurse was lovely and the process was smooth
- Good knowledge and helpful

- "Nice ,"
- Made to feel very comfortable. And very efficient with the procedure.
- Appointment was on time & I was slightly nervous however the practice nurse was wonderful & put me at ease Examination performed quickly & painless
- I am deeply impressed how they treated me especially their attitude towards me. They made me realize affectionate relationship between Doctor and patients. Thanks!
- The nurses were lovely
- Thorough and helpful nurse
- Always keeps in touch
- It was on time. The nurse was outstanding and a follow up appointment booked
- The nurse I saw today explained everything to me and was very pleasant
- No waiting time seen straight away and the health care person/ nurse was extremely friendly and helpful.
- "Quick call back , same day appointment and doctor was very thorough and polite "
- The staff are very polite and my appointment was on time
- Very complicated to navigate
- Dr. Was great friendly and informative he did a physical procedure and alleviated my anxiety and proceeded very professionally.
- Appointment was on time and my questions were answered satisfactorily
- I had to wait 20 mins for my original time so please improve it
- Very patient and professional
- Always is great service at the medical centre the nursing staff are brilliant and the facilities are great
- The doctor was excellent was very kind and explained my symptoms to me. I felt better after I had spoken to her. Spoken to her very kind and explained about the symptoms
- The doctor was excellent and explained my symptoms and was kind and understanding
- Waiting time first class Nurse very friendly and caring
- I would like to say thank to all staff and nurse also to doctor zaki he listen to me and he do the best to helping patients stressed or in pain
- Nurse I saw for my injection was great polite and helpful
- The reason received was first class
- "I thought the appointment had gone well but after arriving at the hospital after my doctors instructions, I had been given the wrong information and I spent over 6 hours of my day there "
- Dr prahbu was very good checked everything and was reassuring. She always is helpful and ensures you understand what everything means when you leave her and how to take any medication
- Attended for a blood test: I was seen on time. Test was absolutely painless.
- On time and very good
- Excellent service on time
- "My smear test was performed professionally, sympathetically and supportive. Thank you"
- "Never had to wait long, if at all, Drs, nurses , staff all pleasant & approachable "
- Really helpful nurse
- The service was excellent from reception to the medical professionals
- "I was seen straight away, the doctor was very helpful and answered all my questions. "
- My GP was very helpful and understood my needs
- Punctual and friendly service. The blood test did not hurt at all
- I find the nurses extremely helpful and professional. The rest sometimes like juggling soot.
- Phlebotomist was lovely and the appointment was on time

- "It's just a general doctor surgery, they aren't amazing but they aren't the worse either "
- Because I was very good attended.
- On time and efficient
- Appointment was 20 minutes late
- "The nurse in room 1 who gave my son his injections had no empathy. She was not reassuring when my son was very upset , and I was feeling upset by it too."