

Friends and Family  
PPG Feedback

Results period:  
April 2025

Completed Questionnaires:

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

Results:

105 (78%) Very Good

15 (11%) Good

5 (4%) Poor

5 (4%) Very Poor

5 (4%) Neither Good nor Poor

0 (0%) Didn't know

Comments received:

PATCHS

- First time ive seen this doctor. He was very polite. Listened to what i was saying to him. Gave me a check over then explained everything to me.
- Quick appointment, on time and very friendly nurse Bartram
- Prompt, friendly and professional service
- Nurse Lisa explained everything very friendly and welcoming
- Emma is a brilliant nurse so warm and friendly. Quick and efficient.
- The staff are always brilliant
- Very professional and helpful made me feel better knowing i was in good hands.
- I called for an appointment with a Dr as I'm having an asthma exacerbation and was booked in with a nurse for an asthma review. Was told she couldn't help as I was poorly and told to go to hospital. When I tried to complain I was told the receptionist did her best and to go to hospital if that's what I was told. If they thought I was that bad I needed a hospital they should have called an ambulance asthma is life threatening
- My appointment was on time and efficient, with a resolution found. I saw one of the practice nurses, Emma, who was very welcoming and well informed, able to answer all my questions giving me confidence in my care plan
- The nurse was very informative and helpful
- Listen to me and check me over
- Lisa was very helpful and always makes you feel relaxed and at ease.
- Got the information that I required
- Very informative and reassuring consultation with a very knowledgeable practice nurse. I was treated as a person, and not just an appointment to be endured. Well done!
- On time and very efficient and really pleasant
- Felt very at ease, very experienced nurse, easy to talk. Explained things in detail. Thank you

- Very friendly services recently
- Emma very professional
- They do they best to help you
- Nice staff
- Just a blood test, in and out bang on my appointment time.
- Very helpful and very helpful
- Very friendly and good service, very clean and on time
- On time appointment and very easy to interact with the nurse.
- Had to wait 10 minutes after my time for my appointment
- The doctor wasn't very helpful and quite rude at times. I'm a calm and polite person and expect professionals to interact with me in the same manner. I was extremely surprised that as a doctor he did not know what DHT levels are. Is he a trainee or unqualified doctor?
- Staff very helpful and polite
- The doctors and the resptit are very good at there jobs.
- Everything was well explained to me by the nurse
- Complete understanding of my issue with a professional manner
- Didn't wait to long nurse very nice quick had not worries
- Felt very upbeat
- Besides the booking terminal not working, everyone I encountered was extremely helpful and willing, a very pleasant experience.
- I was seen on time and the nurse attended to me in a kind, calm, friendly manner. She was very professional in every way.
- On time very pleasant, and efficient
- The health check up with the nurse was very good, made me feel at ease.
- The nurse I saw was really helpful thank you
- I'm very happy
- Everything ok today
- Treated with respect and new medication was explained to me,i felt valued as a patient.
- Very efficient. Appointment bang on time. Professional and pleasant nurse. Impressive.
- Dr Rogbeer and Sarah Richardson performed my implant removal, they were so wonderful, chatty and friendly and really made me feel at ease. I didn't feel a thing throughout and they were chatting with me to distract me from what was going on, amazing ladies
- Very quick to get and attend appointment, lovely doctor who I saw who made me feel at ease about my problem.
- Dr was patient and understanding.
- Sarah was great! Even rang me back after discussing with a dr! Thank you so much Sarah and the dr who may just have saved my sanity
- Very professional nurse, made me feel at ease and gave me good information
- The Nurse was amazing and very friendly. Easy to have a conversation with. Thank you Emma
- Thorough examination and explanations of issues.
- The nurse was pleasant, friendly and very helpful.
- Professional
- Because i came to my appointment and was turned away because I was booked in to early a mix up by the nurse and reception. And best thing is that I booked a day's holiday to attend, Not happy.
- I didn't need to come for my appointment because I'd already been seen previously about the same thing.
- Seen on time
- Appointment was completed in good time and professionally.

- Was in last week for bloods to be done then had to go back for blood to be taken for something else today all could of been done at the same time
- Everything explained clearly and helpfully. All questions answered to my level of understanding.
- Nurse was polite and knowledgeable. Explained everything to me very well. Thanks
- Felt listened to and cared about
- On time, courteous, informative, really helpful.
- Polite and friendly very efficient and punctual.
- Nice people
- Was told to come for my b12 injection on the 17 April when i arrived the nurse said i was a week early but it was the nurse that gave me that date????
- I was early & got in before my appointment time.
- The person who dealt with me was lovely.
- My appointment was roughly on time no long delay
- Very professional
- Sarah was very good at her job. She explained all the different things she was going to do with me today. She was very understanding when I explained about my medication. She organised the prescription to go through for me today. She was not judgemental and i felt appreciated. Thanks for the great service.
- Don't like the blood pressure machine makes me anxious
- Excellent and listened and gave me advice
- First class nurse and doctor. Very friendly, helpful and knowledgeable and always
- They are respectful, lovely, friendly
- Very good
- Rung at 10.58am to ask for an appointment to be told to ring back in 5 mins as book system was not open rung back Explained to receptionist that I need a appointment as my daughter had left her contraceptive pill on holiday it was her last pack so with out pill. She got me an appointment at 5.45pm today I arrived at 5.35pm we didn't get called till 6.03pm the nurse then explained that she could not prescribe and needed a doctor to sign prescription but no doctors they've left if we could of got a prescription I would be able to get it as the chemist shuts at 6pm. I wish this could of been explained to me when booking appointment.
- Emma is really understanding caring and explains things in detail
- I saw dr and then a nurse. Both made me feel amazing. Very personable and spend good 10 min discussing my situation and sharing ideas. I felt that they had a good knowledge on the subject , best visit so far that I had at this practise
- Few things he advertised me to get some airfever medicine which i didn't need .secondly he made me wait whilst he was fixing his printer. And i would ask him something. It felt he wasn't sure what to say couldn't explain anything
- my appointment was on time. nurse was very nice and professional.
- Super nurse, on time? Very helpful and a joy to see.
- Good service
- Very nice and helpful staff and puts my mind at ease
- Appointment was on time, pleasant waiting area, knowledgeable nurse, appointment went well, thank you.
- Appointment was bang on time no waiting ,& everything was done in a professional manner
- On time lovely lady
- Fantastic doctor she helps us with everything.
- Questions were answered competently and i felt at ease when i left. Also emma helped with a query and is going to chase my weight loss referral with secreteries which she didnt have to do. To be honest the service u have recieved from dr rogbeer and dr prahbu over

the last few months has been excellent. This was first visit to emma in almost 2 years but she looked after me which is good thanks to all the mentioned staff

- Nurse thorough and gentle !
- Very kind nurse
- Kind and caring nurse
- Nurse was very good and very professional.
- Appointment delayed 15 minutes
- Good service everytime.
- It was good
- Because everything was good
- Nice friendly staff, quick and efficient, very short waiting time (3 mins)
- I rang the practice on Monday 28th April to ask if I had to be referred by a doctor to have a blood test, or could I just book in for one, I was told by the receptionist I could just book it with her, which I did, she gave me an appointment for this morning to see the nurse and have my bloods taken, I took time off work, for which I don't get paid to attend, only to be told by the nurse I couldn't have a blood test without a referral from the doctor, she suggested I speak with reception to either see a doctor or arrange a telephone call with one, the receptionist said I couldn't have either and would have to ring the following morning, I left the surgery absolutely frustrated and upset, I have been in awful pain since the beginning of March and nothing has helped with any of the things the doctors have suggested, so I wanted to have a blood test to see if there was anything else more sinister wrong with me.
- Had to wait a long time the nurse was running late
- Excellent interaction with Sarah. She is kind and knowledgeable.
- All the staff were great.
- Nope private but yea s\*\*\* service asked if i needed to calpol she said no then called me to say oh yh u need to not very productive or professional
- Some days the receptionist are very sharp talking to you. It makes you feel like you are being a nuisance. They rarely smile.