

Friends and Family
PPG Feedback

Results period:
January 2025

Completed Questionnaires:

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

Results:

109(78%) Very Good

21 (15%) Good

2 (1%) Poor

3 (2%) Very Poor

2 (1%) neither Good nor Poor

1 (1%) didn't know

Comments received:

PATCHS

- "I had to ask for a more detailed examination of the lumps on my head, it's very bad because it's better to check to make sure everything is fine"
- "Actual appointment with practitioner was excellent. Only negative was your clocks being 10 minutes slow, which led to appointment being late. Odd."
- Appointment was on time. nurse was very nice and friendly. She was very good on explaining while process.
- "I don't know what to say I am in a lot of pain but no one knows the extent of the pain and suffering that prevents me from living my life"
- Very helpful and easy to talk too
- Good session and well looked after Was informed about everything during the session
- Got appointment quickly. I liked the call back system I got called back in a few minutes. The medical professional I saw was very thorough and wore a mask.
- Seen promptly by nurse for blood test. Carried out with friendly care and no pain.
- No problems
- On time and Sarah as efficient and friendly as usual
- The receptionist on the phone helped me with my request.
- "Efficient -, blood test - had to take before 9am which was completed on time."
- The receptionist was friendly and helpful and made a quick appointment for me. I was seen very quickly and dealt with efficiently and in a friendly manner.
- The dr was good and helpful
- The gp was very good and helpful
- Appointment ran on time and had a friendly and helpful nurse check and trim my sutures following surgery.

- "The person i was supposed to see was not there, I was told they would ring me later, but as yet they have not."
- I was seen on time and Lisa is very professional and friendly and the needle only hurt a little bit!
- I didnt have long to wait despite my mix up of appointment time.
- Very understanding about my forgetting my blood form
- "Very welcoming from receptionist, dr and nurse practitioner. Needed a med review and was given app whilst attending original app, very nice staff and also listened to me. "
- It was a very pleasing experience I was made to feel very relaxed
- Nurse was very nice and polite.apointment was on time.
- Went thro all areas of my health
- Great service straight in and out
- Friendly and prompt service
- "The nurse, Sarah, was so lovely and helpful. Sarah made me feel relaxed and comfortable. "
- "I had to 10 minutes, but even so, the service was very good "
- Lovely chat with the nurse and good communication with me whilst getting sorted
- The nurse I saw was very friendly and put me at ease.Answered any question I asked did not rush me at all.
- Answered my questions what i need to know about my medication carnt fault the nurse i saw
- Lots of information
- "Didn't have to wait long. Nurse was very quick and efficient "
- "The clinician who dealt with me was friendly and listened to me, she made me feel at ease and that she was approachable "
- "Because it was. Additionally, I do get fed up of these so called services of the NHS along with any one else I talk too. If I have any issues I will let you know, "
- The nurse was lovely (Emma) listened to everything I needed help with
- All my concerns were addressed and treated with respect by doctor
- Nurse very friendly.Served within the stipulated time of the appointment.
- I thought everything and everyone involved with my visit was excellent
- dc prabhu was really good.she asked lots of questions and was very thorough i came away very satisfied
- "The Staff and Doctors are very friendly, professional and thorough. Thank you."
- Very friendly atmosphere. Doctors and nurses very friendly and professional..
- I was seen on time and the nurse was very nice
- Very polite and explained everything that i needed to know
- Lovely friendly reception staff and informative and friendly nurse for my apologies
- Polite and helpful service responding to any concerns
- The GP that we saw was really friendly and put my daughter at ease instantly.
- Nurse very efficient
- The nurse was very friendly and polite and straightforward did her job no messing ðŸ™ thank you
- Treatment carried out promptly and on time.
- Always lovely and very professional
- 'I have had good and bad experiences with the surgery. Mainly certain staff. Based on today's service on PATCH good."
- Excellent on time always polite and helpful
- Excellent service polite and always ready to help if needed
- I did not have to wait long to see a very pleasant professional nurse
- Seen on time - excellent service

- I'd forgotten appointment so when I got phone call we did it over phone. As thorough as face to face
- Because I was listened to and treated properly
- "'Experienced phlebotomist, very friendly and put me at ease but also didn't"
- The service feels very poor. I haven't had any appointments with the same midwife...and so each appointment I'm told what the next midwife will cover and it's different when I turn up on the day. E.g. I was told I would go through my birth plan and this appointment would take an hour, and so I book off the appropriate time, but then was told today that this would be covered by a different midwife. I don't feel like I am being properly looked after during my pregnancy because of these changes and as a first time mum this does worry me.
- didn't feel any pain too. Thoughtful and checked form thoroughly. Great service thanks "
- Fast and efficient
- "'Was seen on time, very friendly, thorough and efficient"
- "'The person I saw didn't really offer me any support."
- "'I have phoned twice now to be told to call back, I simply want a blood test so that I can share it with a private specialist who is hoping to sort out my insomnia as multiple attempts by NHS have failed so I am paying privately. I just want the blood test, I don't want to waste a doctor's app to discuss this "
- I went for a blood test with Lisa. As always she was very professional to explain why I was having the blood test. Her manner is always kind and considerate as today was too. First Class service.
- My appointment was on time. I didn't have too long a wait (where some other patients were still waiting and late). The nurse was very nice also!
- Dr. very open and honest as always and makes you feel like she is listening to the reason you have attended and given good advice on how to deal with the problem
- Quick and efficient. Clean and tidy waiting area. Happy with treatment from both the Dr and nurse that I saw today.
- On time very polite and efficient
- Very friendly and polite. New me very well
- Very polite and helpful
- All went like clock work
- I felt at ease straight away as the nurse was lovely quick and polite. From the time I walked in to reception. Thank you.
- 'Lisa Bartram was friendly, caring and brilliant taking my blood sample. I sometimes have difficulty because of my narrow veins, but not today. Thank you"
- On time. Friendly. Informative. Efficient.
- Great .. listen to me and helpful
- The nurse was very polite and very helpful nice to see something like that when you go into a room
- "'On time, efficient and pleasant "
- "'The nurse was friendly, helpful and understanding."
- I was kept informed very well on each visit as to what was going to be happening
- Very informative
- I've never had any problems. Staff always on hand to help and I have found doctors amazing especially Dr Prabhu and Dr Rogbeer.
- Managed to book in appointments when needed
- Very polite nurse and gave all information I needed.
- All the staff are very professional in every way
- Lisa was efficient and friendly and talked over the concerns raised thoroughly
- The appointment was on time and the nurse did the test efficiently
- Very efficient service provided by your helpful & cheerful staff. Keep going. Thank you.

- Everything sorted.
- ""The nurse i saw was lovely, she listened and gave advice. I've had problems with a chest infection since before Christmas and she has kept in touch to make sure im okay which i appreciate so much! "
- Punctual waiting times
- The nurse practitioner was very friendly and efficient
- they are helpful and friendly
- ""Kind, caring staff. Questions answered. Didn't feel rushed. Good experience all round. Can't fault the practice and never have. One of the best"
- Friendly Informative Professional
- Nice kind staff
- 'I was given very good advice, and was listened to. A plan was agreed going forward "
- 'I was anxious about my appointment but the nurse took her time with me, explained everything clearly and put me at ease "
- Service was good
- ""I didn't have to wait long for an appointment. Everyone was very nice and helpful."
- ""Appointment was on time, and the lady i saw was very pleasant and helpful"
- my appointment was on time and the Nurse was super nice and professional
- Kind and considerate behaviour of all staff.
- My doctor was very kind and understanding of my illness.