

Friends and Family
PPG Feedback

Results period:
June 2025

Completed Questionnaires:

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

Results:

98 (76%) Very Good

17 (13%) Good

1 (1%) Poor

5 (4%) Very Poor

6 (5%) neither Good nor Poor

1 (1%) didn't know

Comments received:

PATCHS

- Kelvin (PA) – good (paper slip)
- Lisa Bartram is always very caring & compassionate at phlebotomy appointments – thank you. Reception staff also helpful and kind (paper slip)
- Friendly and helpful, they explain everything we happy
- First class service all round.
- Straight forward process
- Great service appointment was on time
- Been treated straight away and relieved all symptoms
- Natalie is good explains things
- As expected appear to doing the job adequately ?why are any letters from Pindersfield addressed Dr OA Irelewuyi not been in touch for a least 4 years
- The nurse was friendly, polite and very helpful
- Lisa is very friendly and efficient
- I was happy with everybody who I saw this day
- The nurse (Natalie) was very informative and helpful
- Great service. Nurse a great credit to homestead. Top marks all round
- I've had no problem explaining myself to the nurse that I'm talking to as she listens very well, but in the waiting room at least could have some music to listen to!!!
- Dr Rogbeer super doctor, nurses lisa bartram very helpful lady always tried their best to help me Thankyou
- Really helpful nurse
- For my blood test Good quick efficient friendly service
- My appointment was on time and Emma the nurse was excellent very pleasant and approachable

- Always pleasant in their manner when attending to me
- Appointment on time Nurse friendly and informed me of everything she was doing
- Professional treatment but at the same time friendly
- Seen on time by an efficient nurse
- I like the service
- Because I feel that I am listened to. All doctors at the practice that I have encountered have been respectful, taken their time to listen and referred when they think necessary
- Very efficient
- Easy simple and Lisa is always lovely and puts you at ease
- Made to feel very comfortable & felt all aspects of my health were covered
- Very friendly and understood misgivings I had
- Seen in a timely manner, questions were listened to and answered
- Nurse was on time with my appointment. Very polite and reassuring
- I managed to get an appointment when needed, and the doctor was thorough, which made me feel listened to
- Always friendly and professional. Probably the best surgery I've ever been to
- No waiting was seen to straight away thank you
- I was dealt with in a friendly and efficient way
- Appointment was on time and the nurse was very friendly and knowledgeable
- She did all the necessary checks and was polite and informed me of everything I needed to know
- Quick for an appointment. Friendly and attentive staff. Waiting time was reasonable this time
- Friendly nurse
- Was not listened to over mental health I'm getting told come off the tablets to say will up them again IV a holiday that I'm gonna struggle with anxiety with no help once again
- Natalie was very easy to talk to and drew blood first time
- My appointment was on time and the nurse was very friendly and made me feel at ease
- Nurse was great polite and helpful
- Pleasant and friendly as always
- Seen by nurse Lisa Bartram, she was polite, efficient and very helpful
- Appointment was for 1.15 finally got buzzed through at 13.40 to be told she was running late to everyone's appointment were allocated for 30 mins when should be an hour, if I had been this late to an appointment it would have been cancelled and I wouldn't have been seen, unacceptable, maybe next time your receptionist making appointments should be told how long the appointment lasts to allow more time
- Lovely nurse and doctor
- The doctor and nurse were friendly put me at ease are explained everything in detail
- My appointment was swiftly scheduled and attended to.
- Good rapport, very professional
- Saw Emma again such a lovely person she called the doctor in to look at my hand who was also so pleasant. I have now been discharged but if any problem to let them know
- It depends on what practitioner you are going to. Today I had a nurse practitioner who was very professional and experienced, knowledgeable, and kind
- Yeah a fast an efficient service as always from this practice time is valuable to me so appreciate it. The nurse was polite and chatty so all in all a pleasant experience. Thank you again
- always easy to understand
- Treatment was excellent by Dr
- Thorough annual review

- Emma is always professional and makes me feel at ease, she always goes above and beyond to look at me holistically. Always makes me feel like I'm involved in my medical plan going forward. Thankyou
- I have a problem having blood taken but Lisa always tries to distract me and she is able to get blood from me
- I was dealt with very promptly. Staff were pleasant.
- Friendly helpful staff we are new patients and were made to feel comfortable
- Booked same day doctor appointment on app then given nurse appointment to get wound dressed. Nurse was lovely.
- Completed but no action or contact or message from the surgery
- Idk erm?
- Explained everything very clearly
- Very efficient and professional once I was seen but 15 minutes after my appointment time
- Very pleasant staff member and explained everything
- The doctors was very helpful and he take attention on all my complaint
- Lisa is very friendly and efficient
- I don't want to see the doctor again please it's not perfect
- On arrival no reception staff on desk the patient sign in monitor would not accept my signing in so redirected me to reception as no one there stood for a while before another patient told me to go back to entrance where there was another window with two staff sat way back in the office. They did not approach me at the window but shouted across asking for my name what was the problem and lastly my date of birth. I felt really embarrassed having to speak loudly back to them and feel my data protection was breached as anyone could hear my details and why I was visiting the practice. I think staff should always be on the reception desk, and protocols of patient confidentiality should be mandatory
- Was in and out quickly with the promise of a follow up call. I appreciate the regular BP checks and tweaks to medication
- Short waiting time, pleasant staff and clean waiting room
- Attentive and informative lady
- I went for a spirometry test for asthma and the machine failed so I had to rebook for next week. They could've reset the machine but I don't think they could be bothered. Now I have to be in pain for another week
- Very nice helpful nurse
- Appointment on time and both nurses were very helpful
- Because the nurse listened to how I felt and did the best to help me
- My appointment was on time, I also needed another one, which I managed to get half an hr later
- The doctor listened and was helpful
- Relaxed and friendly session. Very thorough and reassuring
- I can't ready for now stroke
- Good clean environment, the nurse I visited was very helpful and friendly
- Lovely and polite
- The nurse was very patient and carefully and clearly explained this to me. She understood the shock I was in following such a speedy diagnosis
- Dealt with in a friendly professional and efficient way
- Everything about the experience met my expectations. The initial contact for the health check was welcome and proactive. The digital communications worked, barring a cancellation of the original appointment. Checking in for the appointment was quick and easy, and the appointment was on time. The consultation was comfortable in terms of time, covered everything expected, and was pleasant and professional. The outcomes were good, in terms of ensuring I'm engaged in maintaining my own health. I've looked at the results in

the NHS App, and while I have to interpret what I'm looking at I understand that I'd be contacted if there were specific issues to follow up on

- Prompt very helpful made me feel at ease
- Nurse was helpful and listened very helpful
- Nurse was friendly & informative
- Very thorough with appointment, checks taken with referral to investigate condition
- They are the best Doctors I have even been with
- Everything was explained to me and the nurse was very professional and helpful
- Very helpful and listen to my issues. Made me feel comfortable
- Don't know
- Good appointment. Nurse made me feel relaxed and more confident that I understood my treatment. Plenty of opportunity for questions
- Quick, fast, and efficient
- Blood test no explanation as to why or what for
- My appointment was on time and I came away feeling I was listened to and my opinion was valued
- My appointment was over 25 minutes late, however once seen the nurse was excellent
- I gave my answer because it was very good, from parking to going in for my blood test bang on time, the nurse that took my blood was very good at her job and friendly. It's also a very clean and tidy surgery with plenty of space in the waiting room
- Good
- Listened to my concerns.
- As always the place was spotless, reception staff very nice and knowledgeable, nurse lovely..great practise..
- Felt at ease
- The health professional was very friendly and efficient
- Went in for blood tests, I AM now left with a bruise like mark on my right arm where nurse inserted the needle, looks like internal bleeding. Not happy
- Staff were very welcoming. I didn't wait very long
- Easy and simple
- Excellent