

Friends and Family  
PPG Feedback

Results period:  
March 2025

Completed Questionnaires:

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

Results:

130 (86%) Very Good  
  
17 (11%) Good  
  
1 (1%) Poor  
  
2 (1%) Very Poor  
  
0 (0%) neither Good nor Poor  
  
1 (1%) didn't know

Comments received:

PATCHS

- good service
- Lisa is so nice and helpful
- I was early for my appointment and got my blood test done very quickly and efficiently.
- The receptionist is outstanding. Her manner and interaction with me was very professional.
- It's very good I happy to r I am happy to register with you in a Medical center
- Nurse was very helpful and put me at ease with upcoming appointment i have and explained alot of the questions i had
- Lady was very professional kind friendly
- "'Sarah was supportive and kind throughout my appointment, i felt like she genuinely cared."
- Very helpful staff and doctors to me and my family
- Lovely friendly nurse.informative and welcoming !!
- An appointment was made at the request of your staff. No one knew why I was there. After 30 minutes told I didnt need the appointment I had been booked in for but needed to see the GP. No appointments left.
- "'The nurse explained what I was being tested for at the beginning of my blood test. She spent a few minutes just having a general chat with me, and I was able to talk about my concerns and she listened carefully. The nurse is very professional, kind and polite. "
- Amazing with my son very calming and patient
- Very straight forward
- I was seen on time. I was having a shingles jab and was given full details about what entailed
- "'Excellent service, was seen quickly by a lovely nurse. Staff all very pleasant and help and surgery clean and tidy. "
- Very good keeping too the appointment time and friendly staff to

- "I am grateful to nurse Emma for booking this appointment and with her her practice in general. She listens to the patient and will do her best to help thank you. My only concern is regarding your systems as a Practice, If I hadn't called to cancel, I wouldn't have known it was a telephone appointment. Can this be made clear on the multiple reminder texts that are sent to the patient. Clinics overrun but our time as patients is precious too especially if it's a telephone appointment. Please do keep to time as well."
- The nurse was professional and friendly. Really nice to see someone that cares about their job
- The online service provided the assistance I required.
- The doctor was very thorough but a paper prescription would be better as I've been sat at the chemist 30 mins
- Wasn't waiting long for appointment got one straight away and doctor was very polite and helpful
- Dr prabhu is a good doctor she's very caring towards her patients.
- "The Dr was lovely, very easy to talk to"
- They were quick to call me back this morning and organised an appointment as soon as possible also Emma the nurse is very friendly and helpful.
- Excellent advice reassured me listened to my issue.
- Very helpful friendly and quickly seen
- Efficient. Lisa was as pleasant as ever
- Very knowledgeable attentive and caring
- "Spoke with your receptionist this morning about a problem I had, she was extremely helpful for which I'm very grateful "
- She was good at the job that needed professional touch
- Very nice lady
- "Efficient. Quick. Nice manner. Treatment was pain free + no bruising afterwards, which often can occur with other practitioners. "
- On time very good experience
- Because the nurse was very friendly and helpful
- They are good at getting appointments very quickly and very polite
- Nurse was very professional.
- "Lovely nurse, Had bloods done and never felt a thing."
- Great nurse
- Always good to attend a very professional clinic who has looked after me extremely well. Thank you ..
- Polite and explained what she was doing and what the doctor wanted tests for
- The lady that did bloods was lovely quick and helpful
- Quick efficient service.
- The nurse was very helpful and polite
- "Saw a nurse today and she is excellent at her job , so lovely and friendly and knows how to put her patients at ease "
- Good service
- Always good to me
- Very good nurse well listened
- "Positive, friendly, professional consultation and treatment. "
- Friendly was put at ease
- Always good
- Prompt response
- It was my review with me been a new patient and the nurse was brilliant
- Nurse (Emma) has nice nature and deals with her patient very calmly and nicely
- The nurse is always friendly and helpful

- Kind and courteous assistance by Natalie Boggs.
- "'Emma is a fantastic nurse, knowledgeable and very professional "
- The nurse was so friendly and efficient.
- Very attentive answered any questions i had
- "'Didn't have long to wait wen I got there and the person who took my blood presure was a lovely woman "
- Was seen on time. The nurse was very friendly and supportive and sorted my staples out quickly and virtually pain free and answered my questions.
- The nurse was very good and very helpful.
- Polite staff and short wait times
- "'Emma Woodhouse was excellent, she is an asset to the surgery. It is a shame now that no one sits behind reception, they are behind a screen in the doorway which seems very unprofessional. "
- Very quick polite doctors
- Blood test was done on time and lisa did a very good job and is very friendly
- All staff very friendly and helpful and happy to help
- "'I've tried to arrange an injection in my right arm to try to resolve a frozen shoulder. The brilliant nurse (I forget her name, sorry!) advised me how I could get this resolved and arranged for me to speak to the doctor who helped me this morning. I just want to thank both of them for listening to me and helping me try to resolve my issue!!"
- Staff are so comforting
- "'Doctor has seen timely manners, listen all issues. Also managed get blood test slot within 20mins after my GP appointment."
- "'I was supposed to be seen earlier than the day i was seen but they gave me 1 week for an appointment when i was very unwell and weak they couldn't book appointment with me to see a doctor immediately rather they gave me one week to come for appointment "
- Because I informed the nurse that I had been feeling weak and I asked for my vitamin D and Iron to be checked. Which I was surprised she had made notes.. which am pleased that she was listening to me. Thank you for a great service.
- It all went well understood what was said
- Dr rogbeer and her assistant are lovely women
- Did not have to wait long. The The nurse I saw was very efficient and had an outstanding professional manner. This was a very positive experience for me.
- Appointment on time and Lisa the nurse was very friendly and easy to talk to.
- The reception was fast and accurate.
- Emma was fantastic and put me at ease right away ahead of my smear test. Most nurses like Emma needed ! With a fantastic smile on her face!
- Given same day appointment
- Friendly staff clean and tidy waiting area
- Very nice approach to the patient. Everything explained in an understandable way.
- Natalie was pleasant and effective gave good advice and was supportive addressed my concerns regarding my health
- Reception very helpful and doctor explained everything lovely
- Excellent communication could not fault this service.