

Friends and Family
PPG Feedback

Results period:
August 2025

Completed Questionnaires:

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

Results:

95 (86%) Very Good

7 (6%) Good

2 (2%) Poor

1 (1%) Very Poor

4 (4%) Neither Good nor Poor

2 (2%) Didn't know

Comments received:

PATCHS

- Everybody, receptionists, nurses, GPs, are all very respectful and professional. They are also patient when you have any questions or queries, whether in person or over the phone.
- The nurse was very lovely and friendly
- Had yearly check up, waiting results, but staff made me feel at ease
- The nurse was very professional kind and courteous.
- I came because my son is very constipated and soiling underwear and it's a long term issue. He's also a very fussy eater so won't take medication. I don't think enough questions were asked by the GP or enough help given. We were only referred to the dietician at my request and told the waiting list is too long, it will probably be rejected. No other help was suggested other than laxatives. This is very poor, I don't mind being on a waiting list as I know it will help my son. Since coming to the GP, I also had a text saying here is a useful website, with no link to it. Finally, I've looked at the National Primary Care Clinical Pathway for constipation in children guidelines and they haven't been followed, it looks like my son should be following up in 1 week and this hasn't happened. I'll now have to request another appointment with a different doctor and hope for a better outcome. "
- Because I was on time
- I am now feeling much better, almost day by day.
- The nurse I saw was fantastic. Really helped me to understand what was wrong and what to do going forward.
- Excellent service
- Total interest in the patient and follow up potential. Very encouraging.
- Friendly very quick no waiting i was in before my appointment time seen straight away
- Dr mohammed provided a holistic care
- Was seen promptly thoroughly and politely

- Long wait time
- The nurse is very knowledgeable, clearly interested in my health and well-being and was able to articulate very clearly what my needs were, the condition of my health, and proactive steps moving forwards.. couldn't be happy with the service!
- Seen quickly, taken good care of by the doctor and the nurse
- Lisa was helpful and informative and let me know my Doctor, (DR Prabhu) who is also excellent, has made a 2nd referral to Oviva for a Weight Management course. I am desperate to help me lose some weight and I am pleased that the staff at Homestead Medical Centre are kind and efficient."
- Appointment on time. Lucy was friendly and competent.
- This is genuinely the best GP practice I have ever been registered at. Reception are always extremely helpful - it feels like they have all the time in the world for you. I've never had a problem getting an appointment same day and they are very polite and understanding. Today I spoke with the first response practitioner and she was outstanding. So knowledgeable and crystal clear in her explanations and advice. Massive thank you to everyone for their help.
- Appointment was on time, and the nurse I saw was polite and friendly.
- attended for yearly birthday check, was straight forward as usual thank you
- The nurse and doctor I saw not only understood my needs as disabled patient but was able to explain and advise me on my problem and took the time to make sure I understood thanks
- Saw Natalie, for a vaccination. She gave a good injection. Was not sore.
- Couldn't have my appointment as the prescription hasn't been sent to the chemist for my implant. So now can't get in till September even though it wasn't my fault.
- She has been very caring
- First call he give me appointment no waste time
- Very professional On time
- They always respond in a timely manner
- Nurse was friendly on time & considerate
- She comforts him after his injections she was lovely
- As the receptionist was very pleasant and very good at her job and also the staff which I saw in clinic was the same I thank you all for looking after me
- Had 3 or 4 appointments in last week including 2 with trainees and all were quite thorough and knowledgeable and relaxing
- Because I have a bruise on my right arm after having some bloods taken. If the nurse can't take bloods properly then why put patient in such discomfort. It hurt but the scratch felt like forever but I kept my cool and next time I'm not having my bloods done anymore my arm aches."
- Helped get my dad a blood test while we were there. Also a doctor's appointment. Very helpful and caring
- Really helped
- Nurse was very helpful and easy to talk to
- Nurse so polite and solved my problem I had thank you very much
- After booking in I was seen on time by a very competent nurse
- I saw a new doctor today at my GP surgery, and she was excellent. She listened carefully, explained things clearly, made me feel comfortable and reassured throughout the appointment
- I weren't waiting too long so in and out
- Friendly staff and test well explained
- Easy check in, friendly staff, spacious waiting room with on hand facilities and minimal time waiting to be seen. Been the same in most of previous visits. Well done everyone.

- Appointment on time, nurse very helpful
- Excellent treatment & personable nurse who gave information needed
- Very informative my nurse was and if i have any more questions dont hesitate to rin up
- Kind, supportive and emphatic
- Am not happy with the report i saw on my NHS app. First they mention that i took orange juice before I visited the centre Secondly they mentioned that i was supposed to take fasting glucose which was not even mentioned to me before I told the nurse that i was from night shift so i took tea during my break at 1am in the morning. Also, I took an apple fruit. I don't know where she got that message of drinking ORANGE JUICE before the test.
- Did not have to wait long very polite and friendly with lots of knowledge and skill nothing too much trouble
- Fantastic lady
- My appt was on time, the nurse was very helpful & and well informed . She was also happy to take my blood pressure which had been asked for by a pharmacist as an extra service for a medication review.
- Appointment on time, lovely staff
- Not consistent enough to be good, today's experience was, but there's different doctor's every time you go.
- The nurse found a vein straight away. I was in and out
- Dr very attentive & helpful
- The nurse who took my bloods was nice and kind
- I managed to book an appointment easily and for the same day. The staff was helpful and friendly.
- Receptionist are lovrlly and the doctor puts you at ease and listen
- Seen on time and treated very well by Natalie.
- The nurse was helpful and easy to talk to
- Easy to use and quick
- Emma was very good with alex
- The nurse was very pleasant and explained everything about the vaccine. My appointment was only 5 minutes late which I thought was ok
- I was very impressed and satisfied with the services provided by your team it was quick and friendly
- For the first time, I was received professionally and with care for the patient.
- I was made very comfortable
- Reception staff are always unapproachable but medical staff are fine
- This Medical Practice is everything to be expected. Never have I had any lose of confidence for both my wife and me, even their blood test procedures only leave the slightest indication of injection. So, keep doing all you do down there, you've got a head start on the rest
- Sarah was very friendly and a pleasure to visit. She made me feel comfortable and engaged in conversation well and was quite witty. A credit to the team
- They are always willing to listen and help
- Felt my appointment with Mrs Sarah Richardson very in-depth and in a professional manner made me feel at ease 5 star treatment
- Nurse Sarah was very good, explained everything well took some blood very painlessly.
- Easy to understand
- I had blood test done at the hospital, but the results do not transfer to GP system, so I needed to do the test again. Waste of time and money.
- Professional reassuring and polite
- Very efficient, in and out in my allotted time slot
- Sarah was very efficient
- Because the doctor approached my visit very professionally. She answered all my questions.

- No resolution yet so cant comment
- All went smoothly
- First time attending to see the GP. I arrived early and was seen straight away. Gp listened to my concerns and took on my board my views. Had an ECG the following day. Was seen before my appointment time and the nurse was friendly. Really happy with the swift and speedy services.
- Easy straight forward to show youve arrived, staff always lovely when my daughter attened for her age 3 jabs she was brilliant and the dr was amazing with her very her level helpful giving a positive experience and then i was changing my name on the way out and the reception staff was straight on it happy to hekp and took a few mins brilliant couldn't be happier
- The staff that attended to me is a wonderful woman and very respectful.
- Appointment on time and nurse very good and friendly.
- Appointment almost on time - nurse very friendly and helpful
- Very professional
- Nurse helpful & encouraging