

Friends and Family
PPG Feedback

Results period:
September 2025

Completed Questionnaires:

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

Results:

92 (77%)	Very Good
18 (15%)	Good
0 (0%)	Poor
4 (3%)	Very Poor
2 (2%)	neither Good nor Poor
3 (2%)	didn't know

Comments received:

PATCHS

- I came to have bloods taken, my appointment was on time and the nurse was very pleasant. Thank you
- The surgery was clean & the receptionist was very friendly. The doctor I saw for my appointment was very lovely & professional. She made me feel comfortable & at ease. Addressed everything clearly & explained things in lots of detail so there was no confusion.
- The service was nice and lovely as the medical personnel who attended to me was such a nice and amazing professional, she explained and examine me in a very professional manner.
- The Nurse was excellent she is really lovely and takes the time to put you at ease.
- Appointment on time, nurse very informative and professional
- Sarah is very lovely and can make my daughter calm throughout the appointment.
- Explained what I need to do in detail and informative
- I went to see the nurse Sarah and she is very welcoming and friendly and explains everything to you, certainly puts you at ease. Great asset to to homestead.
- Friendly nurse very helpful
- Because a visit was scheduled. We arrived, but they said they couldn't accept it because it was too new. Can't you just say that over the phone when you schedule a visit?
- I saw a nurse this afternoon for an Asthma review and was very pleased with the appointment. I felt she really helped.
- Good communication and quick and easy appointment thank you
- Very well taken care of
- I cannot remember the nurse's name, but Emma who i was suppose to see was running late so this nurse took me for my smear test, she was brilliant, she told me things i didn't know about the test, helped with all my concerns, put me at ease with the test, I cant praise her

more with how thorough she was with everything and was a lovely lady, hope I have her again.

- Nurse was very kind and helpful
- Very kind and understanding dr and nurse while having implant removed
- The nurse made me feel very relaxed and at ease and did her job well
- Appointment was on time.
- Very good this morning, been to blood test
- In the last couple of months I've had a bit of a hard journey with my health and everyone I've had appointments with from the gp's, nurse and the receptionist they've all been wonderful
- Timely attendance and good discussion.
- The doctor was really polite and give much information and answered all my questions
- app on time done efficiently by Lisa thankyou
- Extremely courteous and professional.
- All the stops were pulled out, couldn't have possibly had a better service
- The nurse practitioner who saw my daughter was beyond kind and helpful, made both [REDACTED] and me feel at ease and spoke so softly to [REDACTED] who asked so many questions. One of the best Drs visits we've had.
- Supportive staff
- Helpful staff and very responsive to my requests.
- Car park spacious and well maintained, building clean and well maintained. Friendly and efficient reception staff, appointment was easy to book with timely text reminders, appointment was on time so minimal waiting, toilet facilities are well located if required. Medical staff again were friendly, efficient, listened, explained and helpful with advice.
- Very friendly and caring service
- Nurse was very professional and very helpful.
- Because they give me the appointment easlly
- Dr Prabhu was very thorough.
- Good reception
- The nurse was lovely
- Why.
- Very good Service nice tookig
- Lovely. Nurse really patient and understanding
- Polite and friendly staff but a person in the waiting room needed a member of staff to speak to a woman who was shouting and screaming swearing at patients no staff around I told my nurse who heard the shouting and tried to see who it was hopefully she was able to put a name to the woman thanks
- Came in early!! Sara was lovely. Explained everything perfect. Excellent service! Thank you homestead
- Friendly and on time, nurse was very reassuring during my yearly review
- Easy to check in. Sarah was amazing a real credit to the surgery. Explained everything about removing stitches and warned it may pull a little
- The nurse I saw was very polite and professional
- The nurse i saw lisa bartram is always very kind, caring, attentive and very informative. She genuinely puts you at ease
- Everything about the nurse and what she did was excellent.
- i am happy with you
- The nurse was the best i have been treated at homestead medical centre
- I suffer intolerable amounts of wax build up in my ears requiring frequent removal, recently I started to also suffer from tinnitus in my right ear which imitates my heart beat, I'm now waiting for further investigations. Non removal of wax causes me giddiness and nausea leaving me bed ridden. So I am eternally grateful.

- Lisa is lovely, very polite and very quick with the blood tests
- The nurse who does the blood tests is always brilliant. Friendly, professional and very skilled so it doesn't hurt.
- Also just to mention the lady on the reception desk was also very helpful recently offered to run my prescription around to the pharmacy when the doctor had written it (as it was taking some time for the doctor to do) so went above and beyond. Thanks
- I was given an appointment in good time. I was attended to without waiting very long the nurse treated me with respect
- We accompanied my 83yr old husband for RSV vaccine appointment + he was not allowed it. Obvious communication system failure, where staff are not talking to each other. I had specified - my enquiry re eligibility + was given an appointment. It was a major effort to even transport him to the Surgery + all for nothing! We had made such effort because his breathing problems are worsening + he has heart failure + we are trying to keep him as well as possible.
- My appointment was on time, my doctor was absolutely fab and she helped me more than she no
- Sarah was very professional clearly explained what was going to happen and was very gentle when giving me my jab
- The time between ringing for the appt and being seen was quick. Waiting time to be seen upon arrival was quick. Lovely clean surroundings, plenty of patient information displayed
- Easy to access services and contact remotely
- app on time, all straight forward, thank you
- the nurse was incredibly helpful and knowledgeable
- 20 mins waiting for appointment
- On time, staff friendly
- No one will help me
- The nurse was polite and friendly. Did the job of giving the second part of my Shingles vaccination.
- The service i received was very good. Friendly and informative. Since being a patient of homestead i have no complaints.
- Because it's a safe clean place to wait. And nurse Lisa does a fab job every time. Thankyou
- Absolutely mortified with your receptionist. Dosent no confidentially very well and just wanted to totally embarrass me. Took my name date of birth but still wanted all the details on the sample i was fetching back. Very poor customer service!!
- Nurse was very friendly and explained everything clearly.
- Blood test
- Because they keep to the appointments
- Appointment on time. Nurse was very pleasant and explanatory.
- Friendly nurse very helpful
- I always have my appointments booked anytime i want to, and I've been treated very nicely
- I had a Phlebotomy appointment at 11.30 at Homestead Medical Centre (room 17) and the nurse was lovely. Reception lady also very nice and my request regarding a fit note was dealt with swiftly and professionally.
- Very relaxed & care given
- Simply good service .. the staff are very professional and friendly
- Complicated
- The nurse was very good and reassuring and put me at ease.
- Not easy to work.
- Been a good service to me
- I only went for a blood pressure test and the nurse found a heart flutter so did extra tests but everything was okay so overall a good outcome

- Lisa is fantastic
- Always clean and tidy the nurse did what i went for and was helpful
- Helpful professional friendly felt secure
- Very professional and reassuring
- Very quick and on the appointment time too
- Appointment on time. Able to ask questions and receive informative answers.
- Don't know why I received an email today.
- The nurse was very polite
- Still think this a long route to go round to gain an appointment.
- Straight forward, easy to use.