

Friends and Family  
PPG Feedback

Results period:  
October 2025

Completed Questionnaires:

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

Results:

117 (89%) Very Good  
  
10 (8%) Good  
  
0 (0%) Poor  
  
0 (0%) Very Poor  
  
2 (2%) neither Good nor Poor  
  
2 (2%) didn't know

Comments received:

"I saw Dr Basharat today. I suffer with anxiety and the doctors' visits aren't great for me normally. Today's experience was totally different, he was great and listened to me and gave some reassurance. Thank you, keep up the good work" – paper slip

"I seen Nicola – midwife. Absolutely lovely & understanding" – paper slip

"Dr Chana is a wonder GP, kind and thoughtful" – verbal comment passed to reception

PATCHS

- I was listened to during my appointment, asked questions and given the time to answer, very caring and compassionate GP.
- On time and quickly seen.
- Person I saw was knowledgeable and reassuring.
- I was actually wanting to leave feedback before I left but the reception were busy on the phone. It is the best experience I have ever had having blood taken, and come away with not a single mark in my arm. I think her name was Lisa (apologies if got wrong) but she was lovely too
- All doctors have been very kind and helpful and compassionate
- I wasn't waiting in the waiting area long. The doctor and nurse I met in the room was very nice & friendly. They talked me through the whole process. Made me feel at ease and as relaxed as possible during the whole procedure. Gave me some aftercare advice & a booklet with some more information inside to read through.
- The appointment was quick, efficient and punctual. All the staff I interacted with were very helpful. Keep up the good work!
- "I've recently seen a female GP & Nurse. Both Fantastic, the GP listened to what I was telling her which isn't a given. She responded by looking into my Heath history and came up

with some solutions and follow up care. I actually felt like a weight had been lifted after I had seen the Dr. Overall great experience.

- Informative and thorough.
- NA
- Very friendly and helpful team
- On time for flu app no problems
- The receptionist was friendly, as always, and booked me in. I was seen promptly, with additional advice given for a problem.
- Seen promptly and courteously
- The staff are really good and friendly
- Appointment delivered at stated time.
- It was run efficiently and on time.
- Very professional friendly experience. Excellent team.
- On time even though there had been issues with the online booking.
- Very professional
- Everything was excellent.. first class.
- Appointment on time. Just a flu jab but good service
- Not keep waiting was seen on time very pleasant doctor lovely person
- No waiting about. very pleasant staff.
- Efficient friendly staff appointment on time
- Appointment very punctual
- Nothing more I wanted.
- Easy to park car. Appointment was on time. Nurse was very pleasant and administered a near painless injection
- Although I arrived earlier than my appt I was seen immediately. The doctor and the receptionist were both very friendly and professional.
- Well organised straight in and out
- Very efficient painless injection possible side effects clearly explained pleasant and professional manner of doctor
- Got there a little early but seen within a minute. Very well thought out.
- I was early for app, was called quickly out before actual app, very good thank you
- Friendly helpful doctor.
- Pleasant friendly staff and appointment on time
- No wait. Prompt service. Pleasant staff. Lovely GP.
- Friendly staff and appointment on time
- The influenza vaccine was administered quickly and efficiently. The whole appointment took less than five minutes.. Wow! And thank you.
- Went for flu jab no problems fast and efficient
- Very helpful and efficient with smiling faces.
- Didn't have to wait
- The nurse I see was great had time for me looked at my questions gave answers great support
- I was seen straight away and had a nice chat with the Dr.
- All seemed to be OK !
- Because I was impressed
- The nurse explained everything and answered all questions. Was really friendly and put me at ease
- The receptionist was excellent and Dr Prabhu a credit to the medical centre thorough professional and polite
- Good nurse did what was expected
- Nurse was very good, friendly and put you at ease.

- Very pleased with the way the doctor Prabu listened to my symptoms, examined me and gave good guidance
- Everything was straightforward with no delays
- Prompt timing .app.on time .nurse pleasant.
- No complaints here. Very happy with all staff we have come across recently. Thank you.
- Very friendly and helpful
- Quick and Pleasant on request for a appointment to see the doctor
- I went straight into my appointment nurse was very helpful
- Able to get appointment within 1hour of ringing staff very helpful
- Appointment expertise was good
- Happy with procedure
- Nurse Emma is very friendly and helpful
- Dr Prahbu is a lovely lady very profesional thorough and courteous
- Always helpful
- I glad with the once i spoke to.they all where vety good
- Came for bloods this time the lady was very nice and helpful thank you
- All listening to what i had to say and very helpful
- Nicky is the best and consistently makes me feel so comfortable during my pregnancy!
- Quick and efficient
- Great practice, great team, great contribution to the community. Last week was first time I felt inspired following a GP appointment!
- Go running to time. Put me at ease explained fully what to expect
- I've had a really caring doctor, who gave me my hip injection this morning. Hopefully it will feel better soon. Thank you.
- The doctor talked me through everything that he was going to do and any possible side affects and put me completely at ease with what he was doing. Also very polite and understanding of my needs and appointment on time. Thank you
- Always treated as i should be
- In on time,and the nurse explained everything in detail
- Nurse was AMAZING. So kind & friendly.
- Appointment on time professional friendly service
- I changed to this surgery from one I wasn't happy at and I'm so glad I did. The nurses & Drs are fantastic. Also it's such a big help being able to ring for an appointment both in the morning & afternoon.
- Gave me a good inhaler
- My visit was very thorough & my questions answered
- All done very professionally and explained to me very well.
- Good service
- They should know we appreciate, how we are delt with
- Appointment on time. Very friendly phlebotomist.
- No result
- I didn't even feel a prick as the practioner took my bloods.
- Erm idk
- I know the nurse of old- we had a project years back with my crushed finger- and she's brilliant.
- On time, polite and informative.
- Prompt service with excellent skills.
- As usual pleasant nurse did what was required easily and free from pain
- Very good appointment with Natalie - very professional, informative & empathetic
- Got everything I wanted & more from the appointment - a credit to the nursing fraternity
- Waited long time to see nurses for blood test she didn't know what tests to do

- Got through to make appointment ok, on time to see the doctor who was lovely and helped with my issue. Very happy with the service.
- Appointment available within an hour. Sorted out problems.
- Prompt appointment, friendly competent staff
- The nurse was excellent and made my visit painfree :)
- Dr's listening and tried tests on me and provided some medication which should help
- Amazing
- Couldn't take stars off, answered wrong question didn't attend or speak to anyone at the centre.
- Brilliant, receptionist was so helpful and kind when speaking to her. The dr we saw was absolutely amazing with my 18month old. Thank you
- Excellent staff.Attentive + professional
- I had lots of blood taken so they can see why things arent right in my body, the nurse explained some of things they testing for n she was super, the doctor that keeps ringing me to tell me about my results i need to see her and say thankyou for being so thorough, x
- Idk omg why so many questions.