**St Georges Medical Practice**

**Friends & Family Feedback – April 2025**

This month we received 94 responses from patients following a recent visit/experience at our practice with results ranging from ‘Very Good’ to Very Poor’. This information received is anonymous and submitted monthly and can be viewed upon request.

Patients also have the option to leave a comment following their experience and a selection of these can be seen below.

Very Good – The nurse took blood which saved me an additional appointment.

Very Good – Dr very knowledgeable and made me feel very comfortable.

Very Good – Lovely doctor, very helpful.

Very Good – Seen on time, was quick and got a follow-up appointment with ease.

Very Good – Rang for my daughter at 8.40am, got an appointment at 9.10am. Brilliant doctors.

Very Good – Staff are amazing, never had a problem when coming for an appointment, lovely nurses and doctors.

Very Good – Very pleasant member of staff.

Very Good – Very friendly and professional.

Very Good – Feel like I was listened to, and my worries dealt with.

Very Good – I have never had any issues with the service.

Very Good – Got seen on time and a very thorough consultation.

Very Good – What a lovely doctor, felt at ease and reassured.

Very Good – The nurse was lovely, quick at giving vaccines and explained everything to us.

Good – Telephone appointment went well, positive outcome.

Good – The nurse put me at ease and was very knowledgeable.

Good – Doctor was very accommodating.

Neither Good Nor Poor – Still not quite sure what’s going on with my symptoms. I felt like I was annoying him and couldn’t wait to get rid of me.

Having your say helps us improve care for everyone.

Comments are distributed to all doctors and staff and discussed at practice/staff meetings where necessary/appropriate.

So, if you receive a link to your mobile, we would be grateful if you would complete it.

Thanks