**St Georges Medical Practice**

**Friends & Family Feedback – July 2025**

This month we received 82 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 – Medical staff and reception friendly and approachable. Surgery always clean.

Very Good – Nice polite staff.

Very Good – The appointment was carried out pleasantly and competently.

Very Good – The nurse was friendly, on time and gave lots of helpful information.

Very Good – Always get an appointment and sorted the same day.

Very Good – Helpful and friendly.

Very Good – Excellent consultation and outcome.

Very Good – I now appreciate the telephone queue system. Online service good.

Very Good – Prompt appointment, nurse was lovely, helpful, caring and informative.

Very Good – GP listened to my concerns and arranged a blood test the same day.

Very Good – Great experience. Booked an appointment on the app.

Very Good – Doctor was caring and understanding.

Very Good – Reception staff lovely and helpful.

Good – Nurse friendly, got my little one’s injections over quickly and very informative.

Good – Doctor very thorough.

Good – Appointments always late.

Neither good/nor poor – Doctor asked me what I thought because I was a nurse!!

Poor – No-one rung me to tell me I had some anti-biotics to pick up!!

Very Poor – Doctor didn’t know what the problem was on my feet. So have to try some cream.

Very Poor – No comment left

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