**St Georges Medical Practice**

**Friends & Family Feedback – November 2023**

This month we received 50 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 – Managed to get an appointment the same day, very helpful.

Very Good – Doctor was brilliant, listened and helped.

Very Good – Same day appointment, seen ahead of time, problem sorted in one visit.

Good – Nice staff.

Good – Doctor lovely, friendly and helpful.

Good – Would have given ‘very good’ but had to wait 40 minutes to see the doctor.

Neither Good nor Poor – Had to wait 20 minutes after my appointment time.

Neither Good nor Poor – Telephone system poor.

Neither Good not Poor - Treated as expected, nothing extra, nothing worse.

Poor – Waited half an hour for my appointment.

Poor – Rang 3 days in a row and couldn’t get an appointment.

Very Poor – Doctor was rude.

Having your say helps us improve care for everyone.

Comments are 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