**St Georges Medical Practice**

**Friends & Family Feedback – October 2023**

This month we received 52 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 – Prompt attention, very pleasant clinician.

Very Good – Staff polite and helpful.

Very Good – Polite doctor, good examination.

Good – Difficult to get appointments via telephone.

Good – Doctor lovely, made me feel at ease. Reception Rude.

Good – Good to get a telephone appointment and the doctor will arrange a face to face if you need to be seen.

Neither Good nor Poor – Friendly doctor, very thorough but over an hour late being seen. Long wait when unwell.

Poor – My appointment was an hour late.

Poor – Rang Wednesday for an appointment but did not get one till Friday, telephone appointment then face to face, then admission to hospital.

Very Poor – No comment given.

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