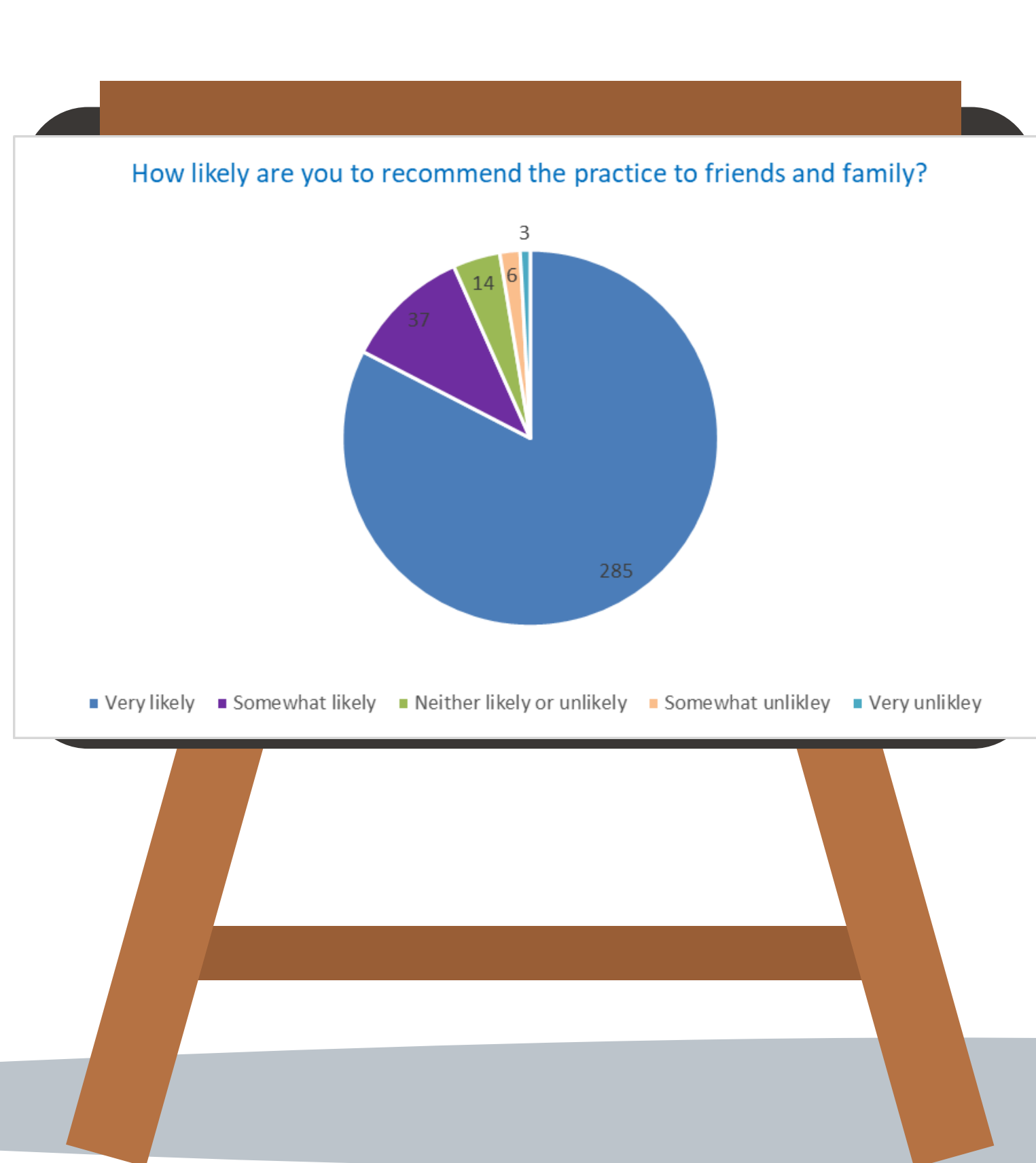


# Friends and Family Questionnaire – September 2024

## We are listening to your feedback



This month we received 346 anonymous responses following your appointments at the surgery. 94% of these patients are very likely or likely to recommend the practice to friends and family. Please see results below:



We want your feedback!



**You have been giving us feedback on your care and treatment. Here's what happened:**

### Some of the 332 positive responses:

- “Dr Wallace is a superstar GP, he is a credit to your service. I can't speak highly enough of him, I have been a member of Gosford hill medical centre for many years and every time I see him we discuss things that are not always GP related. He seems to remember the details of our last conversation even though we may not have talked for a long while.”
- “Everyone from receptionists to the wonderful doctors and nurses, are always so helpful.”
- “Staff are friendly and welcoming and the Dr was very professional and listened well.”
- “No need to improve. Very satisfied with my appointment. Excellent!”
- “Dr listened to me, took me seriously, was respectful and kind.”
- “I had a call (within the time agreed) from your pharmacist, she was a font of knowledge and gave me some very good advice.”
- “Called in predicted time slot and gave me results right away and very friendly doctor.”
- “Very punctual appointment and helpful staff.”
- “Friendly and efficient service that was able to deal with my condition effectively.”
- “Had a telephone appointment and then offered an appointment the same day. Blood test booked for within two weeks. Really pleased with this and very much appreciate the care and attention. “

THANK YOU  
😊

# Suggestions for improvement:

- "The doctor wasn't any help whatsoever no-one is giving me the help I need."

## **We're listening and this is what we're doing:**

We are sorry to hear that your appointment did not meet your expectations. Please let us know how we can resolve this or if there are any specific concerns you would like to discuss.

- "Could not hear the tannoy clearly and when I got up to see the screen message had gone. Old system was much better.

## **We're listening and this is what we're doing:**

We appreciate your feedback! If you encounter any difficulties with hearing or viewing the call-in screen, please inform our patient services team. We can add a note to your record indicating that the clinician should collect you from reception.

- "Waited 45 mins for my appointment. Please could you add a note when we check in for the appointment to say how late they are running?"

## **We're listening and this is what we're doing:**

We apologise for any extended waiting times. Our clinicians may face emergencies that can affect their appointment schedules. We will feedback to our patient services team to ensure patients are informed if the waiting time is longer than usual.

- "When I made my appointment I was told my doctor was on holiday so was put in with a trainee only to find my doctor was in?"

## **We're listening and this is what we're doing:**

Doctors' schedules may change on short notice, often due to staff illness, which may result in other doctors stepping in to cover. We hope this answers your question.

