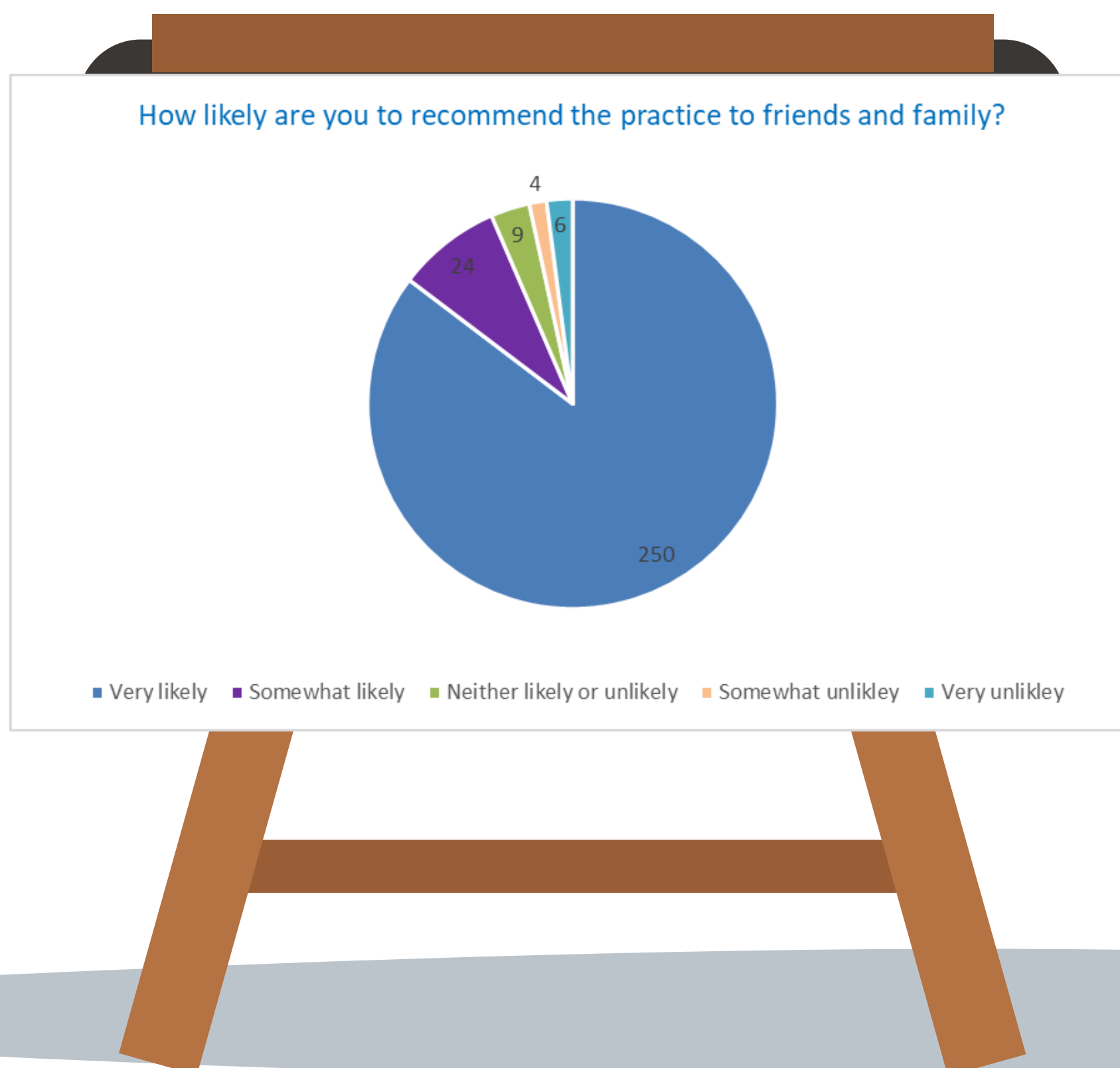


# Friends and Family Questionnaire – November 2024

## We are listening to your feedback



This month we received 294 anonymous responses following appointments at the surgery. 93% of these patients are very likely or likely to recommend the practice to friends and family. Please see results below:



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

### Some of the 274 positive responses:

- “Consider myself very fortunate to have a very well run Surgery where all the Doctors and Staff are always very professional and helpful.”
- “Efficient booking service with timely reminders. My appointment was handled with care and support. Thank you.”
- “Sam is an amazing nurse, she is always very reassuring & kind. Thank you time & time again.”
- “Staff are both professional and polite. Also extremely helpful and knowledgeable too.”
- “No improvement . Dr was very thorough and helpful.”
- “I was happy with everything. The support at the reception desk to making appointments and the wonderful care the doctors and health care professionals give to us. Thank you all for your supportive care you give.”
- “Dr McCullins is a wonderful, caring doctor. I feel blessed to have her as a doctor at our clinic.”
- “Seen by an exemplary general practitioner, following good communication and updates at the centre.”
- “As usual, Pharmacist extremely knowledgeable and helpful.”
- “Was seen on time by a very friendly and professional member of your team”
- “The nurse who gave me my shingles injection was very caring & reassuring. There was no rush to get me out of the surgery, she was very professional.”



# Suggestions for improvement:

- "Quite a long time to get an appointment but excellent treatment and arrangements for follow up treatment thanks

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

We aim to offer a routine appointment within two week. However, this may take longer if you need to see a specific GP. If you need advice sooner and cannot wait for a routine appointment, you will be added to the duty doctor list for the GP to assess the next steps. Additionally, you can complete an e-consultation, which will be reviewed by a GP.

- "It would be very useful if a few very early appointments could be reserved on a daily basis for patients with busy work lives.

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

Our appointment schedule begins at 8:40 AM. We would be happy to book this time for you but please note that it is a popular slot and you may need to wait. However, we do offer extended hours on Mondays, and every six weeks, we are also open on Saturdays.

- "Waited 3 weeks for a pharmacist to prescribe my medication. When my GP could of done this , literally waited all that time for a 1 minute phone call "

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

We are sorry to hear that you were not satisfied with your appointment. It is essential for us to ensure that it is safe to prescribe medications. Our practice pharmacist reviews patients medications to check that you are receiving the most appropriate care.

- "I have rated highly although I didn't receive my telephone consultation, I waited at the allotted time but no call. I have always been pleased with Gosford Hill Medical Centre, this is the first time I've had an issue."

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

We are sorry to hear that you did not receive your telephone consultation, please contact us so we can investigate and resolve this issue for you.

