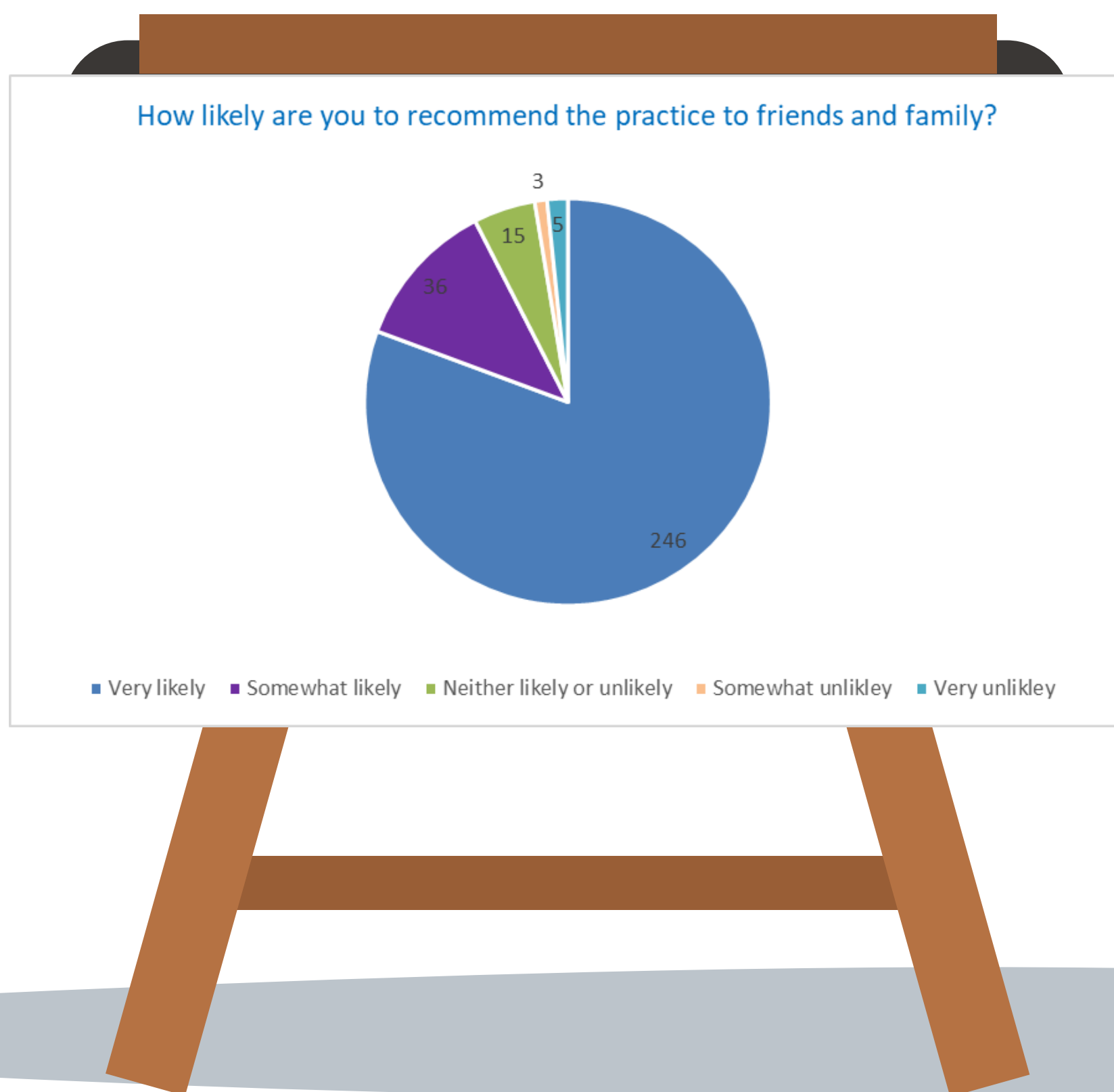


Friends and Family Questionnaire – January 2025

We are listening to your feedback



This month we received 306 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:



We want your feedback!



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

Some of the 282 positive responses:

- "I've been going to the GP for 25 years, for my family and me, we have always been very well attended and very friendly staff have always been ready to help us. Thank you all!"
- "Have found all the doctors at Gosford Hill to be excellent in consultations - taking swift action when needed, thorough and considered in their approach, and as a parent I have felt listened to."
- "The level of care from everyone at Gosford Hill is second to none. Thank you all."
- "I am new to the practice however the service I have received has been exceptional."
- "Extremely polite and caring receptionist. Compliments and thank you to Dr Peterson for her care, explanations and discussion about my health pathway forward."
- "Professional and caring - I was most impressed. The Dr and nurse who attended to me were both patient and concerned although it is an extremely busy practice."
- "Dr Wallace was very reassuring and professional. Put me completely at ease."
- "It's always very helpful and friendly from the call to reception through to the appointment. They made sure everything was done before I left, including getting advice from a colleague."
- "I came to do the health check with Jo. She is wonderful. I checked and filled the little booklet, explaining the process. Afterwards, I saw nurse Susie, she is excellent. I did my smear test. She treated me as gently as possible and made me less nervous."

THANK YOU
😊

Suggestions for improvement:

- "The automated voice cuts out before saying the room number which must make it difficult for the elderly."

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

Thank you for your feedback, one of our team members will investigate this matter.

- "It would be great if there was a receptionist sitting at the desk when entering the surgery. The last 2-3 times I have had to come to the surgery, there has not been anyone at reception."

We're listening and this is what we're doing:"

During certain times, the reception front desk may be unattended by a patient service advisor. This could be due to our patient services team addressing a query, which leaves the front desk unattended, or they may be experiencing a high volume of phone calls. Please ring the bell and a team member will be happy to assist you.

- "Efficient as ever, but freezing cold in reception."

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

Thank you for your feedback, this will be passed onto our team so we can ensure that the heater in the waiting room is switched on.

- "It was quite difficult to book an appointment with the surgery but I can understand that it is a high season during Winter months. And really appreciate the high efficiency and performance when being seen.."

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

We endeavour to offer a routine appointment within two weeks. However, if you wish to see a specific GP, there may be a longer wait. For same day advice, you will be added to the duty doctor list and the duty doctor will triage your symptoms appropriately. Additionally, you can submit an e-consult through our website, which will be reviewed by a GP. You can expect a response within two days from the GP.

