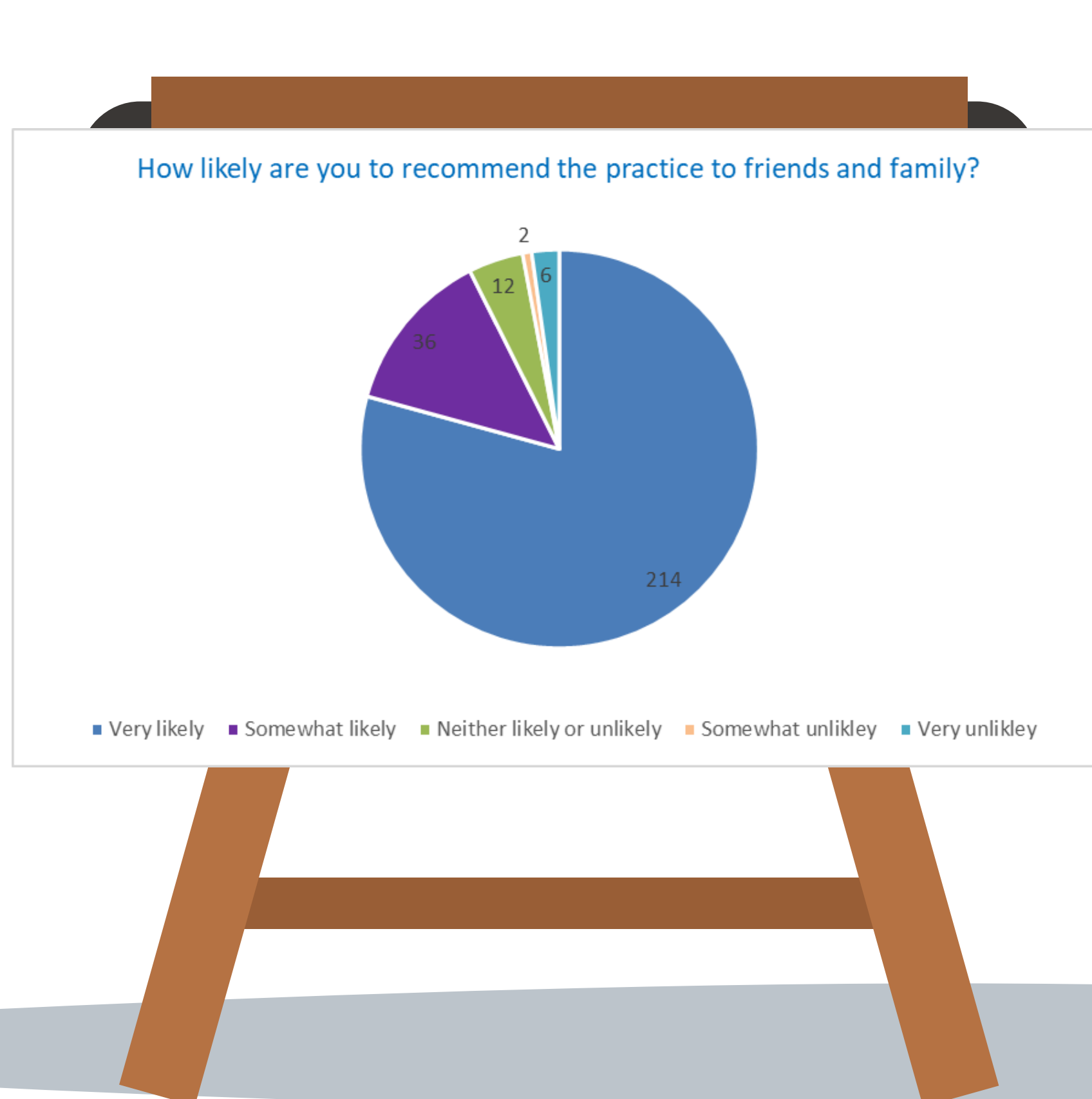


Friends and Family Questionnaire – February 2025

We are listening to your feedback



This month we received 275 anonymous responses following appointments at the surgery. 92% 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 250 positive responses:

- "We appreciate being able to seek advice, raise any concerns and discuss problems. We are always treated with respect and kindness."
- "Professional, friendly and caring service. I felt listened to and heard. Thank you."
- "The nurse who attended to me was compassionate and showed care for me and was willing to do all she could for my treatment."
- "Tracey, you are a star, pleasant and helpful. She always treats her patients with so much respect and passion. Dr Wallace and the entire medical team, including support staff, you all do a wonderful job. Thank you for your dedication, professionalism, and commitment."
- "Outstanding and empathetic support from both my doctor and the surgery's in-house pharmacist."
- "The receptionist was very helpful and got back to me with an appointment. Dr Rai is lovely and helpful."
- "The doctor was very pleasant and informative. I felt at ease and we had quite a long discussion regarding my symptoms. I left feeling happy with the outcome."
- "Doctors and other staff at Gosford Hill Medical Centre are always very polite, professional, and very helpful! Your service is always much appreciated!"
- "Health Care Assistant was very kind and listened to my concerns."
- "Arrived early and was seen by nurse almost immediately."



Suggestions for improvement:

- “ Didn't receive phone call, received a text saying doctor would call on Wednesday afternoon but nobody rang.”

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

We apologise for the missed telephone call. Please contact us so we can investigate and resolve this issue.

- "Yesterday's appointment was arranged more than a week ago. However, this was cancelled yesterday, 3 hours before it was due by text."

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

Unfortunately, there are times when we need to cancel appointments because of staff illness. You may receive a notification via text, as it may be on short notice.

- "I don't think I'm getting important information from the doctors. I recently had an MOT and the nurse told me important information. Also, I was given the wrong time for my appointment.

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

Thank you for your feedback. A doctor may not be the most suitable person to speak with. Our nursing team and practice pharmacist can provide follow-up on the results. If a doctor's input is required, your regular GP will be notified. We apologise if you were informed of the wrong appointment time.

- "There was a delay in getting the appointment as I requested a female doctor. It took two weeks and two requests to organise/progress the request before an appointment was made for three weeks time. I'm still unclear why it wasn't straight away."

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

Thank you for your feedback. If you are requesting a specific GP, please be aware that it may take longer to book an appointment. We experienced staff illness in February, which affected our appointments. If you need advice before your scheduled appointment, we can add you to the duty doctors list, where your symptoms will be assessed accordingly. Additionally, you have the option to submit an e-consultation online, which will be reviewed by a GP.

