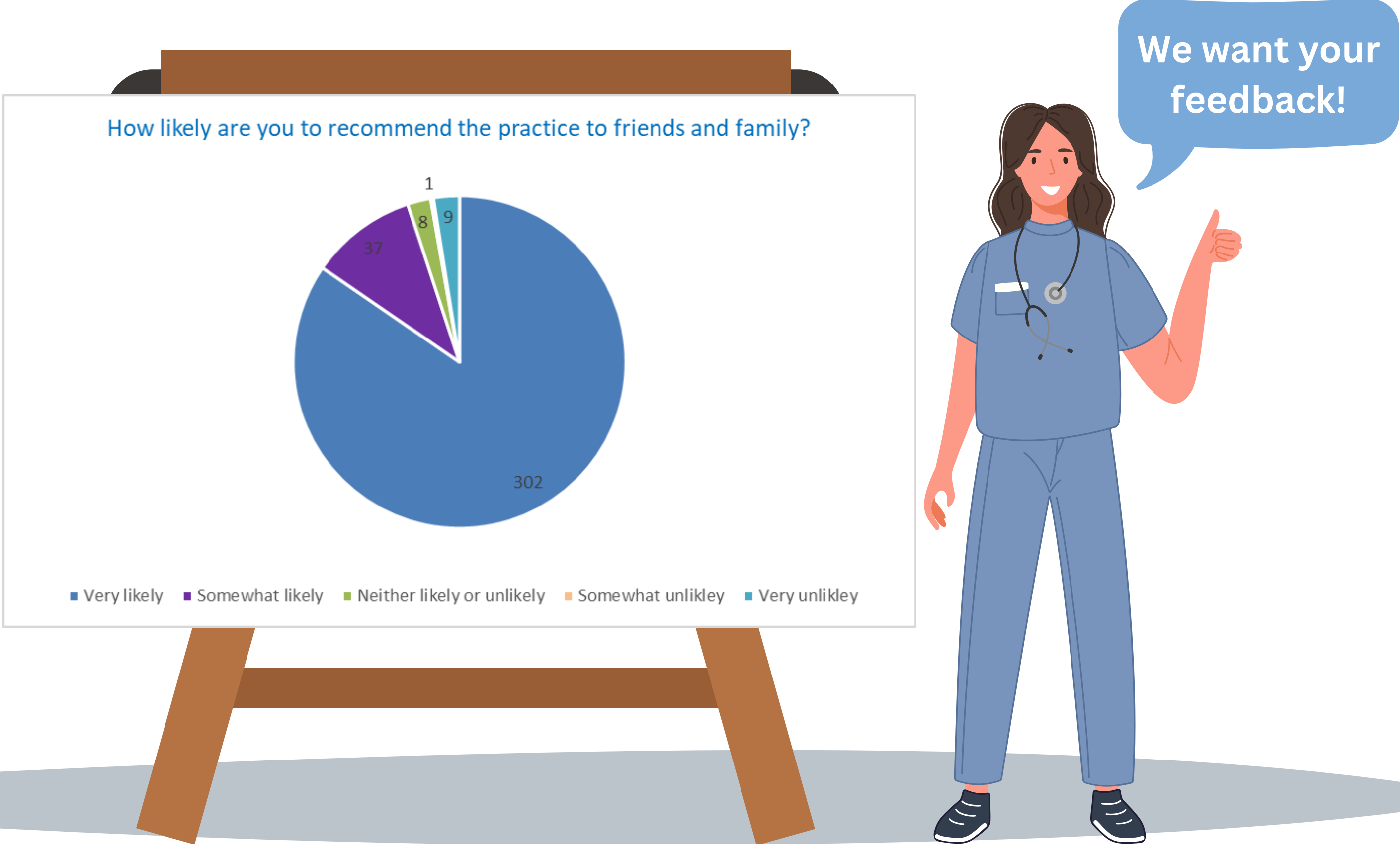


Friends and Family Questionnaire - September 2025

We are listening to your feedback



This month we received 360 anonymous responses following appointments at the surgery. 95% 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 339 positive responses:

- “Everything at Gosford Hill is always very well organised, all staff, including the receptionist, nursing staff and doctors, take excellent care of patients—certainly in my experience. Yesterday, a simple blood sample was performed in a professional manner. Sharron was very nice and calming too.”
- “Dr that I saw was on rotation, he had an excellent manner and was put at ease very quickly. He knew what he was talking about and made a plan to follow. I felt happy with the outcome. I would recommend the Health Centre to anyone that I know.”
- “I was very impressed with the doctor conducting this appointment, covering various health issues. Such a high standard is wholly consistent with my experience of the Practice over many years. Excellent!”
- “On the few occasions I have had to make an appointment over the last few years, I was seen quickly. I have no complaints.”
- “I have found the surgery be very helpful and efficient when I require treatment, I have complex health issues and my treatment is amazing when I require it.”
- “Amazing service as always, reception staff extremely helpful, patient and polite.”
- “Receptionist was lovely, friendly and helpful. Nurse was fabulous as always. Very lucky to be a patient here, lovely staff and very professional.”
- “Great service as always, reception staff were friendly and efficient and Dr Kumar was very thorough as always, never have any complaints with Gosford Hill Medical Centre. Keep up the good work.”
- “Dr Rai was excellent. She was very kind and supportive on the phone, she explained everything very clearly and she gave me time to gather my thoughts/emotions during quite a difficult conversation. Thank you so much, Dr Rai. I really appreciate everything you were able to do. “



Suggestions for improvement:

- “ I waited for almost fifty minutes to be seen by the doctor who had requested I attend to discuss the results of a recent ECG. My appointment was at 1445 and I arrived on time. As I had a tutorial at 1600 I had to leave without being seen. The receptionist was very helpful and told me 30 minutes after my appointment that I was next to be seen. It would be helpful, if a doctor is running late, for them to let the receptionist know. I remade the appointment.”

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

We apologise for any inconvenience caused. Unfortunately, our clinicians can occasionally run late due to complex consultations or emergencies. We will feed this back to our Team and ask that, if they can see a clinician is running late, they inform patients.

- “May be helpful if there was a member of staff on reception at all times..”

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

Thank you for your feedback. We do try to keep a receptionist at the front desk whenever we can. However, during staff shortages or sickness this isn’t always possible and at those times our team may be supporting patients by phone or in the back office.

- “It is a long wait to see a named doctor...I know that the NHS is overstretched...”

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

Waiting times to see a named clinician can be longer due to high demand. You can book an appointment with a doctor without their own patient list. If your problem is urgent, we can place you on the duty doctor list for same day clinical triage and the necessary steps will be taken.

- “I Didn’t feel very listened to. ”

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

We are sorry to hear that you are not satisfied with your recent visit. Please let us know what happened so we can resolve any issues that you feel need addressing.

