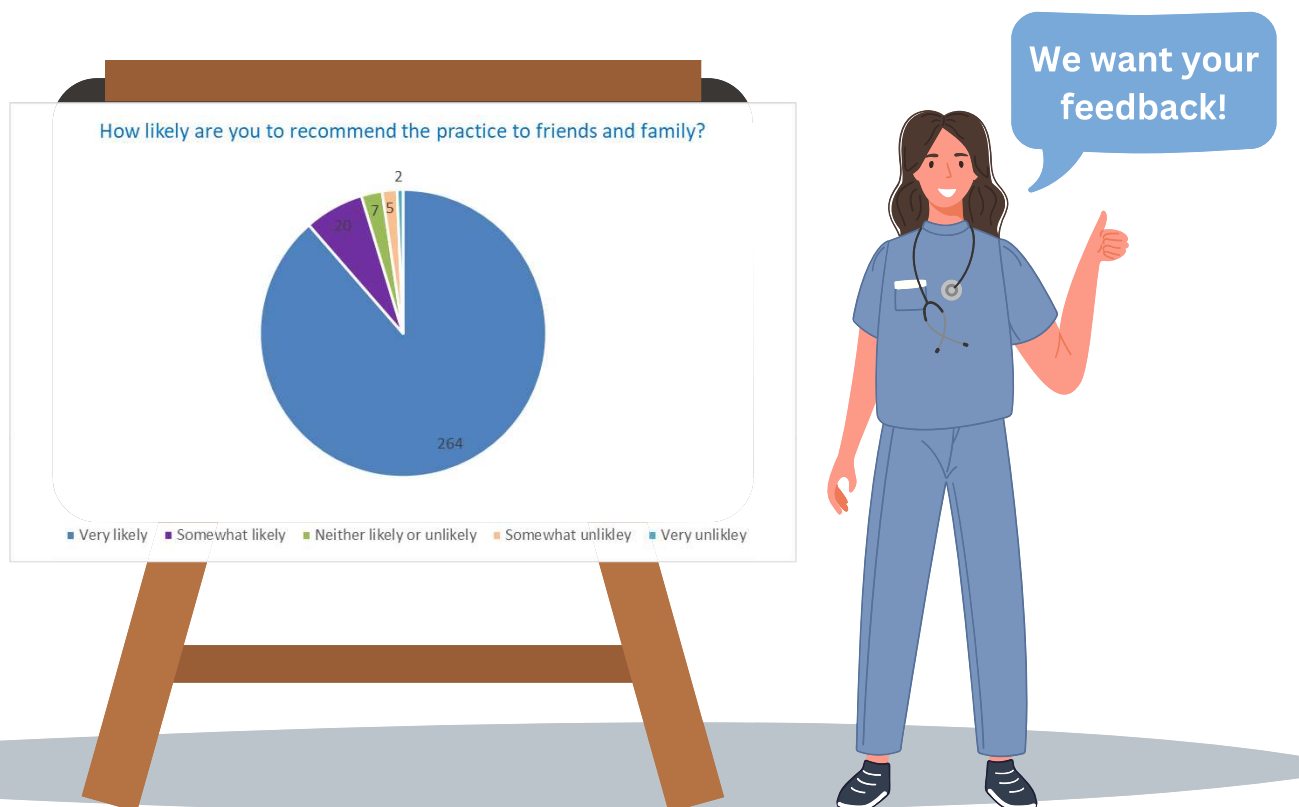


# Friends and Family Questionnaire - November 2025

## We are listening to your feedback



This month we received 299 anonymous responses following appointments at the surgery. 96% 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 299 positive responses:

- "I always manage to book appointments. All the nurses are kind, polite and friendly. Punctual and on time."
- "Called me when expected, I felt listened to, understood and happy with the plan to work towards me being more comfortable. The doctor was informed about my history, which I appreciated."
- "Doctors, as always, were professional but warm and friendly, and thorough in their approach. I felt listened to and well cared for. Reception staff were friendly and so helpful. Thank you all."
- "I always find GHMC to be an excellent surgery. Very thorough in all my medical needs, especially Dr Wallace."
- "Positive experience, dealt with my enquiry promptly and I got what I needed."
- "It was great to be seen on such short notice and the GP was careful when doing the blood test."
- "Great that you provide inclusive opening times for those with work and family commitments, such as some evening appointments in the week. Thank you."
- "I was very happy with the efficiency shown and the patience and understanding displayed. Thank you."
- "Absolutely marvellous experience. Pharmacist was very kind and very helpful. Very understandable too. I can't ask for more."
- "Got an appointment quickly and satisfied with the consultation and actions decided. Doctors explained things well."



# Suggestions for improvement:

- “ Consultation was good, very disappointed that prescription has still not arrived at pharmacy over 48 hours later. This is for anxiety which really isn't helped by the delay.”

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

Thank you for your feedback, we're sorry to hear about the delay with your prescription. As a practice we aim to process prescriptions within our usual turnaround time. You can contact us to check on the status of your prescription so we can make sure there have been no errors or mistakes in processing or sending it to the pharmacy. If there has been a problem, we can then resolve this as quickly as possible for you.

- “A doctor I'd never met before felt extremely unfriendly or even annoyed, would seek to see others - first such experience at GHMC and hopefully won't happen again.”

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

We are sorry to hear that your recent appointment left you feeling the doctor was unfriendly or annoyed. This is not the experience we want for our patients and we apologise that you felt this way.

- “Had to wait 25 minutes for my phone to be answered. My suggestion is to get 2 receptionists just to answer phones.”

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

We are sorry that you had to wait 25 minutes for your call to be answered. we understand how frustrating this can be. Our phone lines can be very busy at peak times. Please utilise the call back option, which keeps your place in the queue and automatically calls you back when you reach the front, so you do not need to stay on hold. For non urgent enquiries, you can also contact us via Accurx eConsult via our website, which many patients find convenient.

- “Waiting time was delayed by half an hour but the nurse that saw me was very friendly and efficient ”

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

We are sorry that you experienced a delay of around half an hour for your appointment. We do sometimes have emergencies or urgent issues during the day that can impact waiting times and while we try our best to keep to time, this is not always possible.

