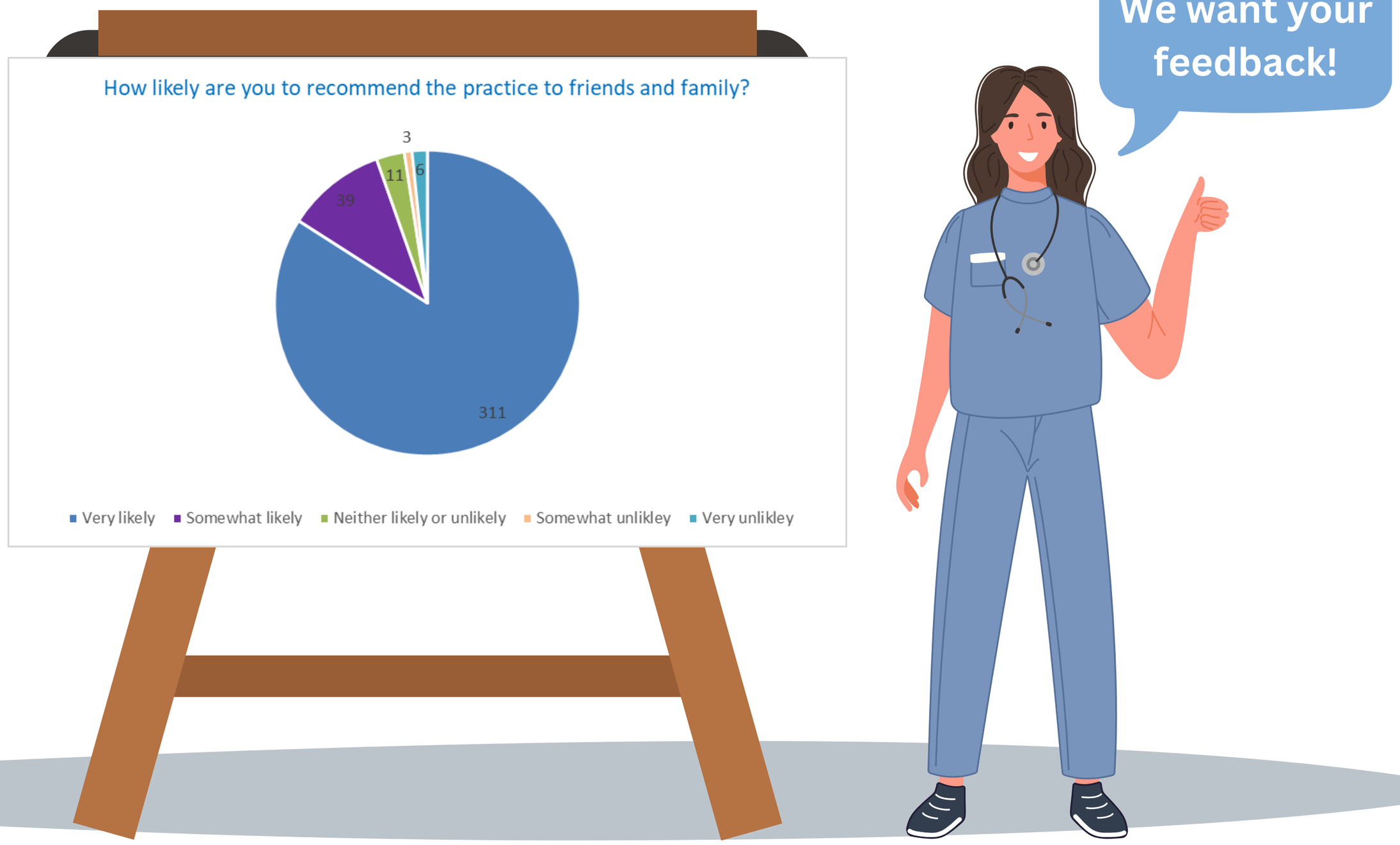
Friends and Family Questionnaire - February 2026

We are listening to your feedback

This month we received 309 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 350 positive responses:

- "Very good experience. All professionals are very attentive and they provide us with an appointment very shortly."
- "Jo always gives excellent service. She is caring and made me feel comfortable and explained what she had to do. "
- "Managed to book the appointment quickly and was seen almost immediately on arrival. The nurse was professional and took blood easily."
- "All your team members are always friendly, efficient and professional. Thank you."
- "My experience at Gosford Hill Medical Centre has always been excellent and professional patient care, thank you."
- " I had a very good experience at the medical centre. The staff were friendly, professional, and very helpful throughout my visit. The doctors took the time to listen carefully and explained everything clearly. The facility was clean and well organised, and the waiting time was reasonable. Overall, I am very satisfied with the care I received and would highly recommend this medical centre to others."
- " I've had a really positive experience with this practice. Everyone has been incredibly friendly, helpful and supportive. Appointments are always available quickly, and I've never experienced any delays when attending."
- "Nothing to improve. Very efficient in terms of the appointment and thorough in terms of the information given."
- "Good service. Fulfilled a request that I asked for without any fuss or hassle. Thank you. "
- " Feba conducted an excellent consultation for my annual medication review. I was totally reassured that my current medication would continue to meet my requirements. Thank you. "
- " Reception staff very helpful. Doctor called during the time window given. Telephone review constructive and face to face appointment arranged within 3 days."

Suggestions for improvement:

- “Sometimes one has to wait for the receptionist to notice that there are patients queuing, but generally speaking the staff is kind, particularly the nurses. ”

We’re listening and this is what we’re doing: Thank you for your feedback. Our patient services team can sometimes be busy on the phones or finishing a call before they are able to return to the front desk, which may occasionally mean a short wait if the desk is temporarily unmanned. We do understand this can be frustrating. To help with this, we have a bell on the front desk. If you are waiting and no one has come to the desk, please do ring the bell so that our team are aware you need assistance and can come to help you as soon as possible.

- “I do not like completing online problem forms. I would prefer to contact the surgery to make an appointment to see a GP. I'm not sure if it will ever go back to pre-COVID, it has a lot to answer for.”

We’re listening and this is what we’re doing: You can still book an appointment by phone to see a doctor. However, e-consultations are an efficient way to submit a non urgent request. They can save you time waiting in the call queue and the information you provide is reviewed by a clinician, who will then triage your request appropriately and arrange the most suitable type of appointment. If you would like to see a specific GP, whether you contact us online or by phone, you may be asked for some brief information about the reason for your appointment. This helps the doctor to triage the request safely and make sure you are seen in the right timeframe.

- “I think we should be able to see our own doctor all the time .”

We’re listening and this is what we’re doing: We do try wherever possible to book you with your usual GP to support continuity of care. However, this is not always feasible. Our GPs all work different days and hours and they also have annual leave, training and administrative commitments. This means your usual GP is not in the surgery every day. For urgent same day requests, we have a duty doctor and a set number of urgent appointments that may be with any available GP. Your own GP may not be in that day, or may already be fully booked, so we may need to offer you an appointment with another doctor to ensure you are seen safely and in good time.

- “More magazines in waiting room please.”

We’re listening and this is what we’re doing: Thank you for your suggestion about having more magazines in the waiting room. Unfortunately, we are not able to provide magazines in the waiting area due to infection prevention and control requirements. Magazines can increase the risk of spreading germs between patients, so we have to avoid them to help keep everyone as safe as possible.