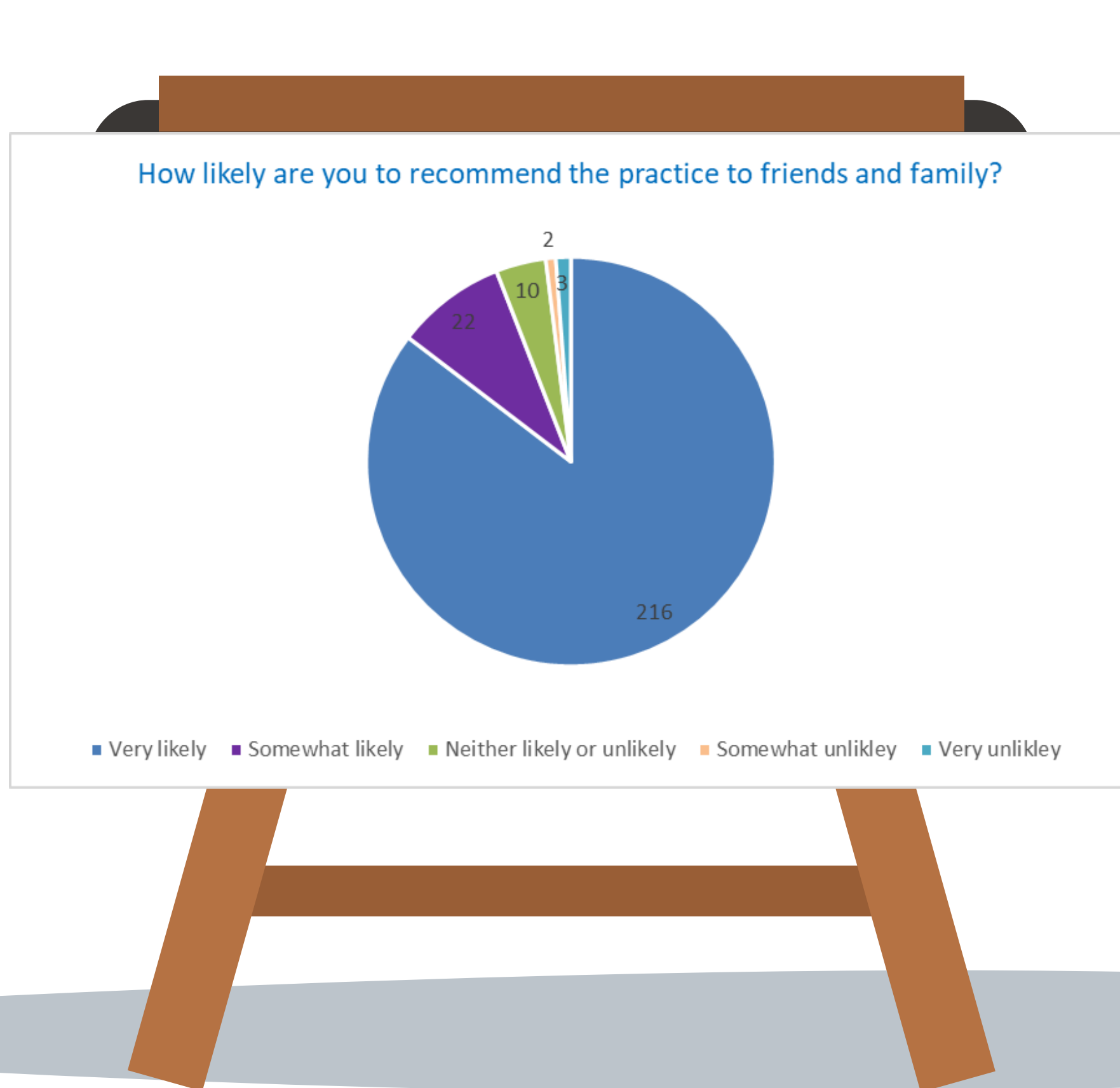


Friends and Family Questionnaire - April 2026

We are listening to your feedback



This month we received 257 anonymous responses following appointments at the surgery. **94% 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 257 positive responses:

- "I was a little nervous but the lovely nurse put me at ease. She explained everything clearly and before I knew it the test was over and I was on my way. Thank you."
- "I am very pleased about the service I get from Gosford Hill Medical Centre. Doctors, Nurses and receptionists are professional and friendly."
- "All our questions or concerns are answered with patience and courtesy. We are given full information and guidance."
- "Always feel heard from receptionist through to GP. "
- "I've been wanting to let you know how friendly and helpful I've found everyone at the surgery through all my recent interactions. Often calls and appointment bookings have been proactive, with nothing feeling like it's too much trouble. Front of house and the doctors have been so thorough, making all the appointments needed and time after having a baby much less stressful. "
- "Was seen promptly. Excellent & really efficient service. As always. Cannot thank the team of Doctors & Nurses for my constant care."
- "Very efficient reception, staff polite and helpful."
- "I was treated with kindness and consideration. I always find Gosford Hill a very efficient and professional surgery."
- "As always, my consultation with my GP was helpful, informative and reassuring. I always feel that my concerns have been taken seriously and the advice I receive is helpful. "



Suggestions for improvement:

- “Medical care great, but in the surgery I would love to see some of the misted up window glass replaced.”

We’re listening and this is what we’re doing: Thank you for your feedback and for your kind comments about the care you have received. Your suggestion will be passed back to the team.

- “Receptionist was very rude, email was sent with details.”

We’re listening and this is what we’re doing: We are sorry to hear about your experience and that you felt the receptionist was rude. Thank you for sending an email with the details, this will be reviewed so we can investigate further.

- “I went in for my annual check-up expecting to discuss my multitude of medications and got a nurse rather than a pharmacist who might have known what my medications actually did.”

We’re listening and this is what we’re doing: Thank you for your feedback. As part of your annual review, known as a Year of Care review, the initial appointment is usually carried out by a nurse or healthcare assistant. This allows time for any necessary checks or tests, such as blood pressure, blood tests or other tests depending on your condition. Once these checks are completed, if it is felt that further review is needed, this will be followed up with the appropriate clinician.

- “Even though the check -in screen stated GP running on time, I waited 50 mins to be seen. I found that the GP wasn’t aware of my history and I left feeling like I won’t bother contacting the surgery again unless I’m absolutely desperate. ”

We’re listening and this is what we’re doing: Although the screen showed that clinics were running on time, appointments can sometimes overrun if a patient needs extra care or an issue is more complex than expected. We understand how frustrating it is to be waiting longer than planned and we apologise for this. We are sorry to hear that you were not satisfied with your appointment, please do contact us if you wish to discuss further.

