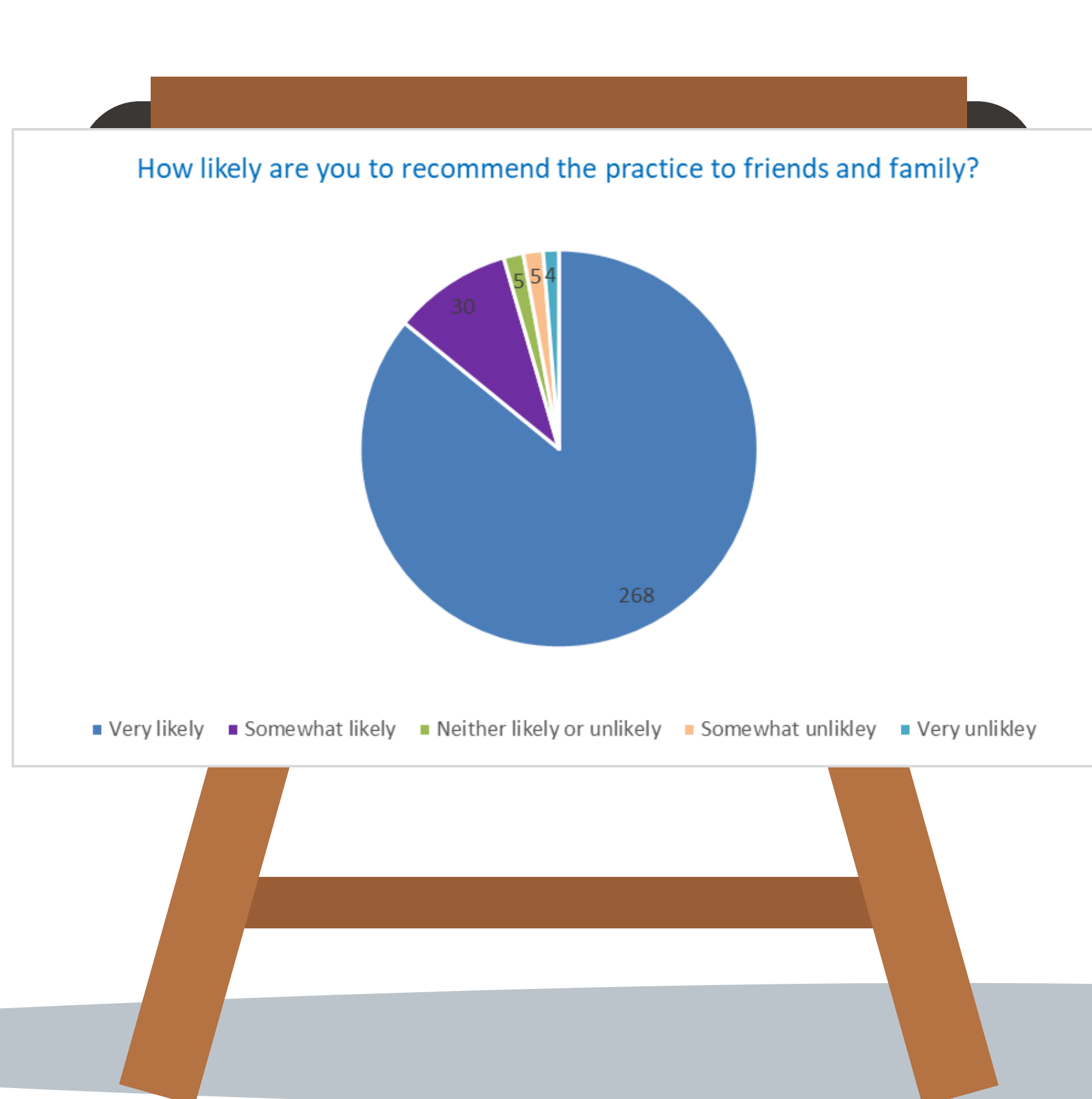


Friends and Family Questionnaire - May 2026

We are listening to your feedback



This month we received 315 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 315 positive responses:

- "GP was very thorough and listened. Follow up calls/emails very quick and efficient. Thank you. "
- "Always have good interactions with reception team - you're doing a great job!"
- "I have been generally satisfied with any consultations I have experienced with Gosford Medical Centre. "
- "Very pleased with Doctors. They are Caring, understanding, and took time to explain everything clearly. Excellent care."
- "Appointment was on time and nurse was extremely pleasant. No improvement required from this experience. "
- "You have been my doctors surgery for 68 years and have always received a high level of professional attention."
- "A professionally delivered service. Well explained and kept the process quick and efficient."
- "After struggling with migraines for a long time, my last two visits here have made me feel truly listened to and supported. I finally feel that I'm not alone with my health concerns and that my situation can improve with the right care."
- "Everything was perfect. The receptionist was very polite. Appointment was on time and nurse was very professional in treating my wound."
- "Very pleased to be seen same day and given lots of time and care by the doctors."
- "The medical check up was very efficient. I was made to feel at ease and I was offered good health advice. The blood tests were carried out very well and overall the nurse was excellent."



Suggestions for improvement:

- “Maybe some magazines for people waiting to be seen?”

We’re listening and this is what we’re doing: Unfortunately, we are unable to provide magazines in the waiting area due to infection prevention and control purposes. Shared items such as magazines can increase the risk of spreading germs between patients, so we have to avoid these to help keep everyone as safe as possible while attending the practice.

- “Doctor is speaking to much without listening and interrupting a lot. Maybe can listen better.”

We’re listening and this is what we’re doing Thank you for your feedback and we’re sorry you felt this way about your consultation. We will ensure your comments are fed back to the wider team so we can improve.

- “I was given a 2 hour time slot and after waiting that time, I received no phone call, so I phoned the surgery only to learn that the time slot doesn’t mean anything. You should consider removing it from the text maybe?”

We’re listening and this is what we’re doing. Thank you for your feedback and we’re sorry for the confusion and inconvenience caused. We will pass your comments to the relevant team to look into

- “ Front desk was efficient enough, nurse doing my blood test was exceptionally efficient. The building was quite hot so air conditioning could’ve been beneficial.”

We’re listening and this is what we’re doing. We appreciate your feedback and your kind comments about our front desk team and the nurse. We recognise the building can get quite warm at times. During hot weather, we use fans in the waiting room and open windows where possible to improve airflow and make it more comfortable for patients and staff. We do also have water cooler facilities available for patients to use.

