

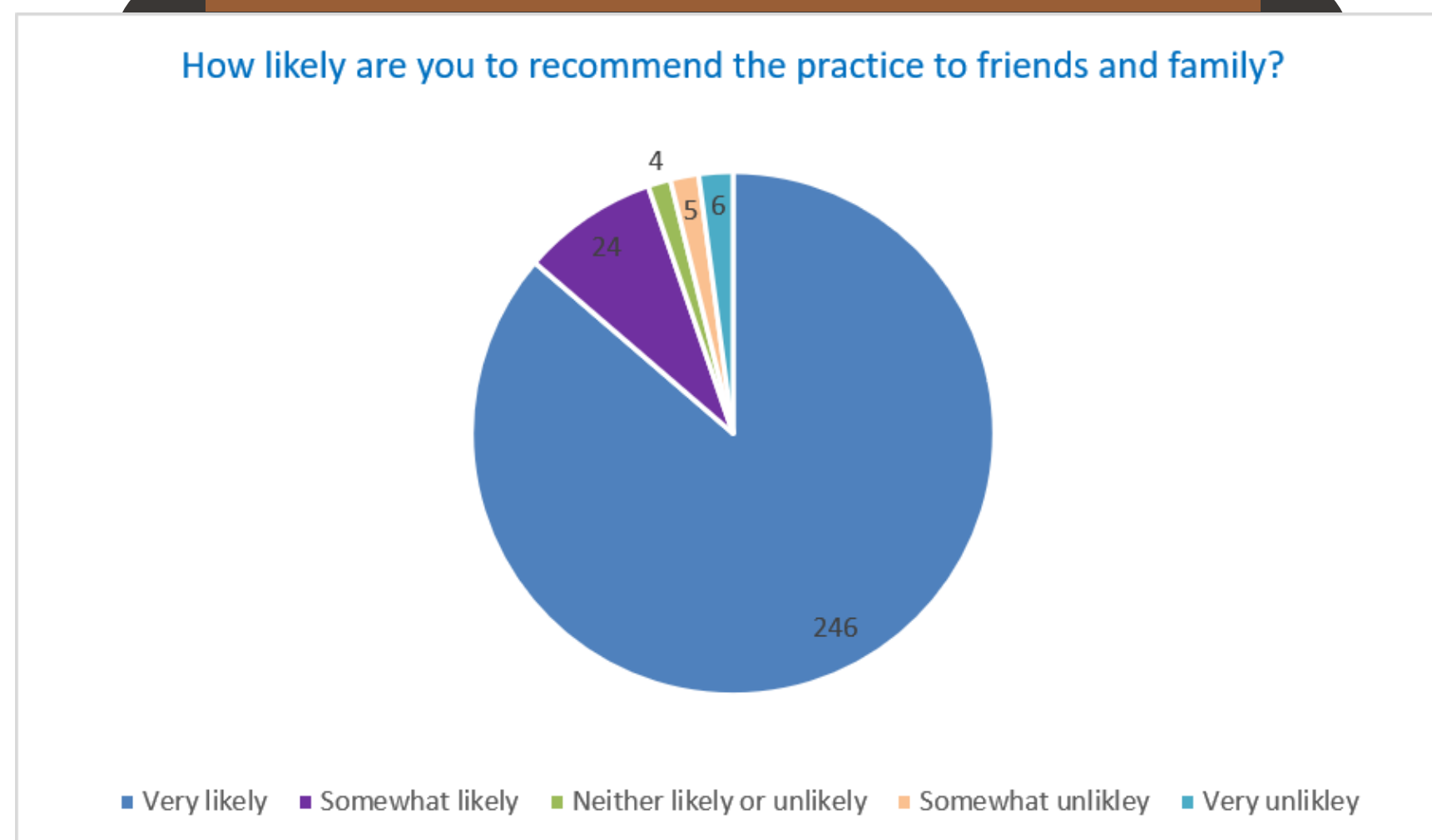
Friends and Family Questionnaire -June 2026

We are listening to your feedback



This month we received 287 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 287 positive responses:

- "I had a telephone appointment with my GP—as usual, Dr Wallard was very professional and helpful and my concerns were duly addressed and dealt with."
- "Ms Mullard was wonderful and carried out the blood test and other investigations with a pleasant manner and excellent expertise."
- "The doctor was very professional and dealt with my problem in another appointment. I'm very happy with the outcome and look forward to attending my appointment."
- "Wonderful patient to GP communication. I felt listened to and my questions were answered."
- "The nurse was very kind, caring and helpful. Explained everything well and took time to answer my questions carefully . Thank you. "
- "Everyone in the practice goes out of their way to be friendly and helpful. Nothing is ever too much trouble for them. It is much appreciated."
- "I have nothing but praise for Gosford Medical Centre. I always get an appointment promptly mostly. The reception team are helpful and professional and the doctors are amazing. I am so grateful to be a patient and know I am in safe hands. Thank you "
- "No extra waiting! Great atmosphere all through! Thank you for kind service!"
- "The appointment was on time and was met by a very friendly nurse. She explained everything and gave advice on websites we can use and which malaria tables are best. A good experience from start to finish."



Suggestions for improvement:

- “Maybe have more than one staff member at the desk, as she was doing so many things, and people waiting?”

We’re listening and this is what we’re doing: Thank you for your feedback and your suggestion about having more than one staff member at the reception desk. We’re sorry you experienced a wait. At busy times our patient services team are often dealing with phone calls, online requests and admin work as well as patients at the desk. During busy periods we do try to have more staff on hand, but this is not always possible and depends on staffing levels and the time of day.

- “I was surprised to be asked basic questions which must be on my medical record, such as have I ever smoked, do I take exercise.”

We’re listening and this is what we’re doing: We’re sorry this felt frustrating. Some questions, like whether you smoke or how much exercise you do, are asked regularly because the answers can change over time. We also have to check and update this information to meet NHS guidance. We know it can seem repetitive but keeping these details up to date helps us look after you safely and make sure your record is accurate.

- “I thought it was very satisfactory and an easy way of discussing things with the doctor. It would be really helpful if we could easily SMS the surgery to request a telephone consultation. It would also be helpful if I could see the whole of this message for review before I press submit.”

We’re listening and this is what we’re doing: Thank you for your feedback. At the moment, the best way to request a telephone consultation or send us a message is via our practice website. You can use the online forms there for both administrative requests and health problems. When you complete a form, you are able to view your answers before you submit your request.

- “It was a good visit, sadly with another doctor. Not consistent. In my time with GHS, I have had 9 doctor changes.

We’re listening and this is what we’re doing: Thank you for your feedback. We understand there have been changes in our GP team over time. If you have a GP you prefer to see, please let reception know when you book. We can’t always guarantee it, but we will try where possible.

