

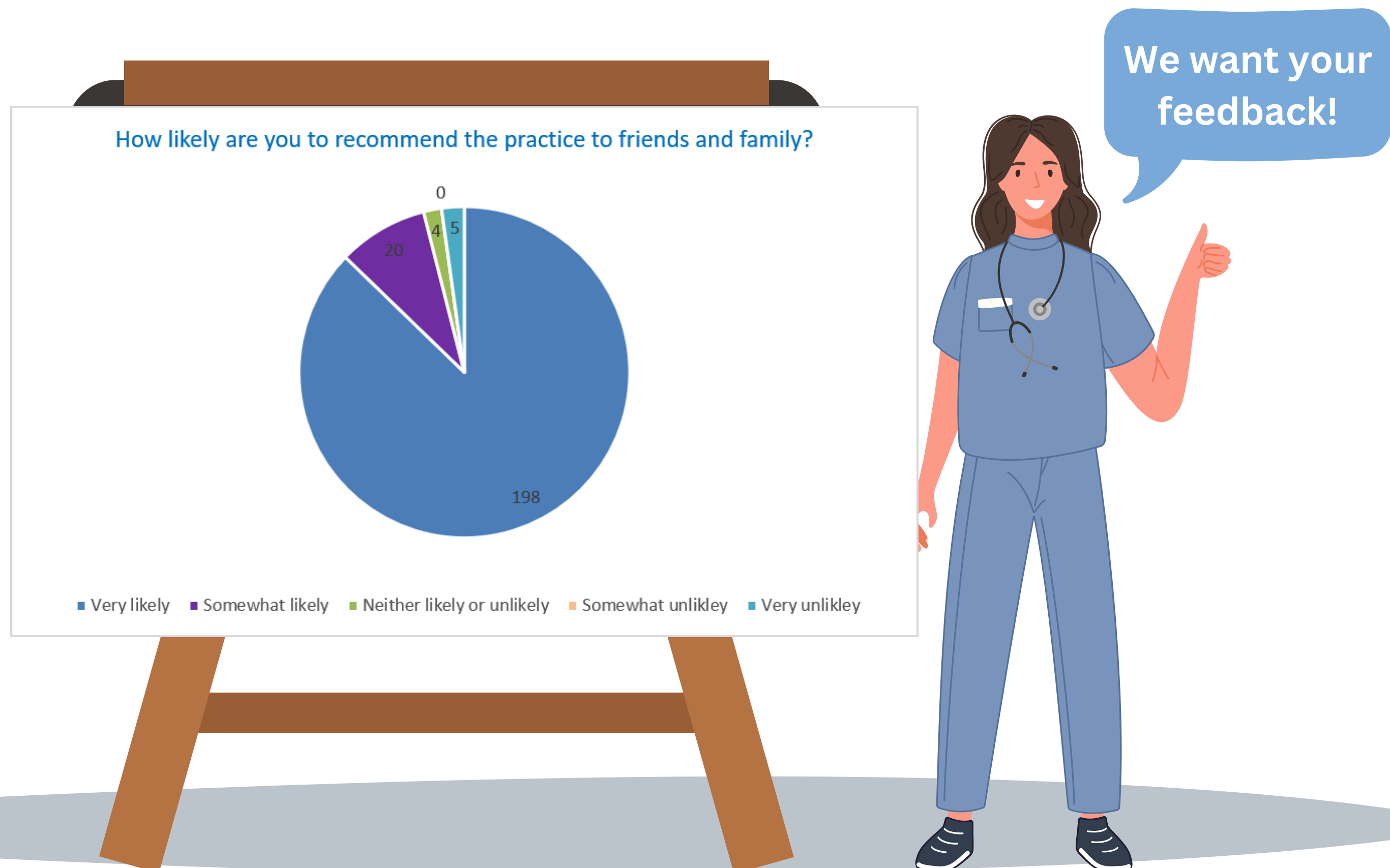
Friends and Family Questionnaire - August 2026

We are listening to your feedback



This month we received 229 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 229 positive responses:**

- "Phoned on schedule, was able to interact fully and discuss my condition and solutions. As always very happy with the service from GHMC."
- "The Nurse and Dr Wallace were superb and very keen to get my problem resolved. Without doubt this is the Best Medical Practice I've ever attended."
- "Always a positive experience at GHME. The nurses are always professional and friendly every time I have an appointment."
- "Dr Wallard, together with his student doctor we're extremely professional and polite. Dr Wallard gave an excellent examination of my condition and explained the condition."
- "The appointment was on time, the nurse was professionally but put me at ease. She also gave me a lot of information regarding blood tests. No improvement needed here."
- "Excellent and professional member of staff, explained what she was doing and answered questions successfully, would certainly refer people to this health centre."
- "I'm thankful for your support and listening, treating with such deep respect."
- "Everyone I interacted with was professional, friendly and helpful."
- "No need to improve. Completely satisfied."
- "The visit was very successful and I felt was listened to and supported."



Suggestions for improvement:

- “Friendly and timely appointment, all going well until slight delay printing invoice and then a slightly longer one paying at reception. IT issues and printers are a pain, but also relatively easy to fix. Only raising in hope it can further improve the service and make things even more efficient “

We’re listening and this is what we’re doing: Thank you for your feedback. We’re glad to hear that your appointment went well overall. We apologise for the delays with printing the invoice and at reception. We understand this can be frustrating and we appreciate your patience and understanding.

- “Unacceptable, been waiting 2 weeks now to see my GP I could have something extremely bad but how would I know I can’t see my GP“

We’re listening and this is what we’re doing: We understand your concerns regarding the waiting time. If you feel that you need to be seen sooner, we can place you on the Duty Doctor list for them to review and assess your symptoms. If the Duty Doctor feels that you need to be seen sooner, you may receive a phone call or be offered an appointment. If your appointment is routine, we do endeavour to offer routine GP appointments within two weeks.

- “Clean both the toilets!“

We’re listening and this is what we’re doing: Thank you for your feedback. We have recently had new cleaners start and we will feed this back to them to ensure both toilets are cleaned to the expected standard. We appreciate you bringing this to our attention.

- “Surgery is always empty... it’s just telephone health care I take 20 tablets a day not seen a doctor in real life for over 3 years it’s laziness and incompetence.”

We’re listening and this is what we’re doing: Your perception might be that we are not treating many patients however this is not the case. We now deal with many of the routine problems by telephone, text messaging and econsults which suits a large proportion of our practice population as you can see from the very positive feedback which we receive each month. If however you would like a face to face appointment please let our staff know so that this can be requested. If you are not happy with the service we offer please let us know and we can navigate any issues that might be of concern to you.

