

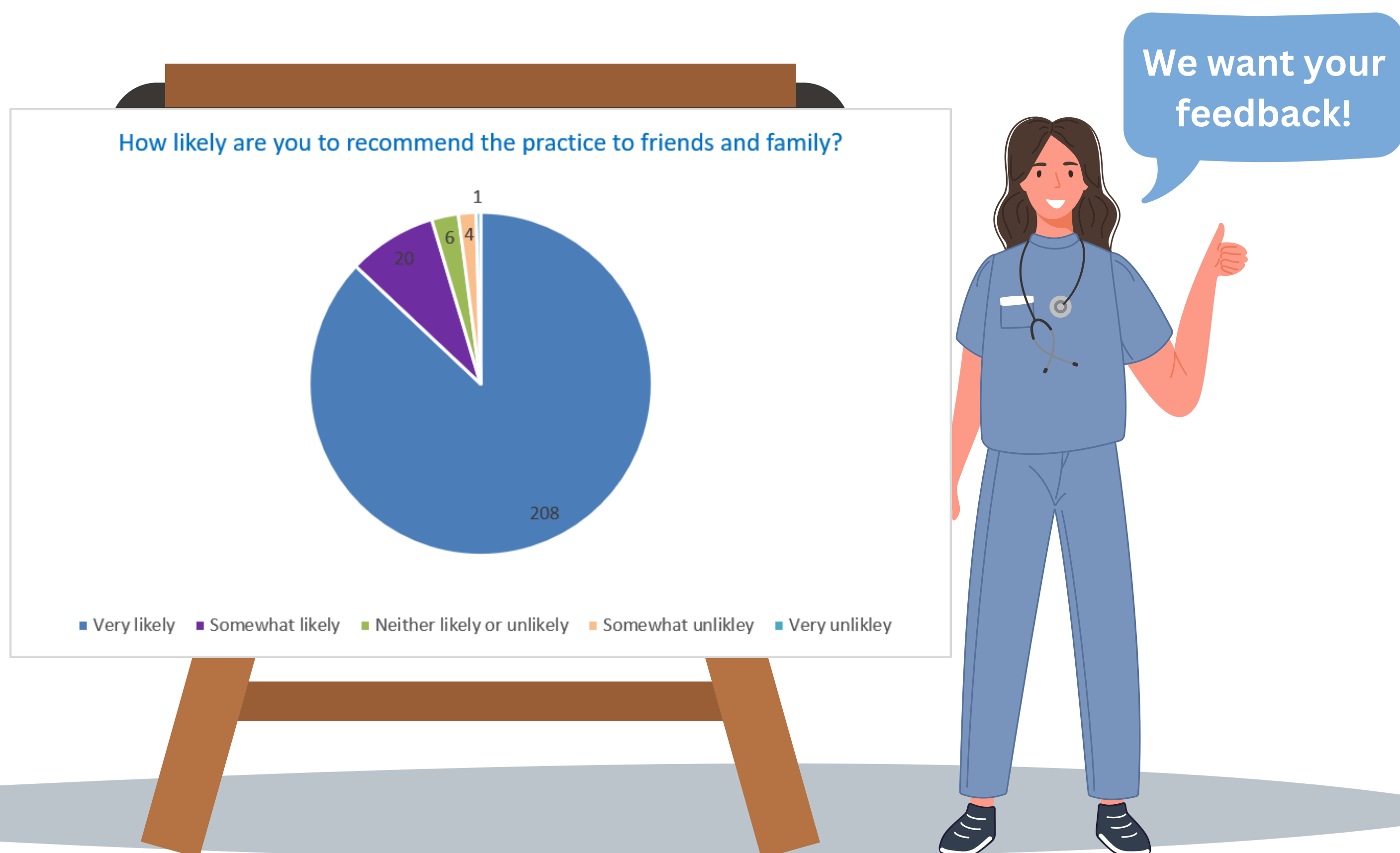
Friends and Family Questionnaire - September 2026

We are listening to your feedback



This month we received 242 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 242 positive responses:**

- "I was greeted with a smile, & immediately taken through to the Nurses room where I had my blood test done. Very kind nurse who checked on how I was feeling following the blood test, & then went home."
- "The phone call was exactly on time and Dr was very kind and caring one the phone. Didn't make me feel rushed in the slightest. All concerns were dealt with."
- "Very happy to have our child seen on very short notice. Quick answer on the phone and then a swift call back from the duty doctor. Was reassured that my child's health was a priority."
- "Very thorough examination which gives me confidence with the prognosis."
- "Arrived a little early and was seen early. Much appreciated. The phlebotomist was very friendly and professional."
- "As ever, Feba was enormously helpful and supportive. It's been a pleasure and reassurance consulting her over the past few years as I transition through medicinal care changes."
- "The flu clinic was fantastic. Well run by lovely people!"
- "Always find the team very helpful & friendly I am always satisfied with the service I receive."
- "I saw a kind and caring doctor who was willing to listen and understood my symptoms and my concerns."
- "The Doctor as every Doctor I've dealt with in Gosford Medical Centre cared about my wellbeing and i felt that they were offering me honest and true assessment of my condition. Nobody can ask for more."
- "It is a very good 5* service all the staff are very helpful we are so lucky."
- "I did and e consult at about 0900hrs and was seen F2F at 1120hrs. Could not ask for more."



Suggestions for improvement:

- “The appointments are always late we need to wait at least a month even for a nurse “

We’re listening and this is what we’re doing: We are sorry to hear that you have been disappointed with appointment waiting times. We always do our best to see patients as promptly as possible but occasionally clinics can run late due to unforeseen issues or because some patients need a little more time during their appointment. We understand that waiting can be frustrating and appreciate your patience when this happens. Nurse appointments are usually available within one to two weeks. However, this is a particularly busy time of year for the practice as we are also delivering our seasonal flu and COVID vaccination clinics. Please be assured that we do our best to accommodate patients wherever possible and will always try to fit patients in when there is a clinical need.

- “It would be useful if my account was checked for appointments before calling to book them. But in general the staff are helpful, professional and caring. “

We’re listening and this is what we’re doing: Your feedback will be passed on to the team. We are pleased to hear that you have found our staff to be helpful, professional and caring.

- “Was seen before time just a shame had to wait 9 days for appointment “

We’re listening and this is what we’re doing: We're pleased to hear that you were seen before your appointment time. Routine appointments are usually available within two weeks. However, if you feel that your condition needs attention sooner, our patient services team can add you to the duty doctor's list. The duty doctor will review your symptoms and decide on the most appropriate next steps, which may include arranging an earlier appointment if needed.

- “Did not get an answer and believe the medication information on the NHS App is incorrect compared with the surgery's records. Double Dutch! “

We’re listening and this is what we’re doing: We are sorry to hear that you did not receive an answer to your query. Please contact the practice so that we can look into this further for you. If there is anything we can do to help with your medication, please let us know and a member of the team will be happy to assist. If your query relates specifically to information displayed within the NHS App, you may also wish to contact the NHS App support team, who may be able to help with any technical or display issues.

