

## August 2024

### Positive feedback:

*"Lovely caring lady"*

*"Short notice appointment supplied by very helpful receptionist".*

*"Everyone at The Medical centre was friendly, efficient and helpful."*

*"Pleasant helpful Staff who put patient needs first."*

*"Very professional and polite."*

*"Because the GP was very keen to help and try and find solutions. The staff was also very friendly and polite."*

*"I've been with the practice for a number of years and have always had a positive experience with any doctor or receptionist I have spoken to."*

*"Made to feel very relaxed by an excellent professional member of staff."*

*"The nurse was very good and explain everything to me."*

*"The staff member was very helpful, gave explanations to my concerns about charges and helped me seek a resolution to my query."*

*"Appointment same day, very professional and reassuring GP with lovely manner."*

*"I really prefer the new system of online booking appointments."*

*"Very pleasant and professional experience, appointment on time"*

*"The member of staff that I spoke to was friendly, welcoming, asked me how my current situation is and actively listens to my replies. Spoke about issues that are upcoming in the future and I was given reassuring advice and support as I always do."*

*"Seen on time nurse very caring."*

*"Very thorough system on this occasion with reminders and helpful support during the appointment."*

*"Friendly reliable service."*

*"Friendly staff. The doctor I saw was very patient. Also gave me a lot of advice for my condition."*

*"They made me feel respect, calm and friendly."*

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### Negative feedback:

*"Online booking is completely unacceptable, very difficult for people who have no access to Internet or poor knowledge of using mobile accessories, older people."*

*"Could not get blood ended like a pin cushion."*

*"Waited long past my appointment time."*

*"I don't like telephone calls with a GP as they can't see you and don't really know how you are feeling and it usually ends up where you have to have an appointment to see them anyway."*

*"I can't ask simple questions? Without change of appointment cancelled then I get blamed for it."*

*"They booked me for a wrong health care"*

*"The GP did not have ENT letter from the consultant who prescribed Betamethasone cream. The Betamethasone cream box had no instructions for a patient how to use. The GP gave me ENT Freeman hospital telephone number in order to get information about the prescribed medication."*

*"Total waste of time I have left the practice in the same terrible pain will now ring to try another doctor".*

*"It's very true doctors practices don't now have the personal touch sorry"*

*"Focus of appointment wasn't clear. Healthcare assistant unable to provide information. No support given."*

*"Can't email you, can't do anything over the phone and I can't use the nhs app."*

*"I was contacted via text by the surgery to make an appointment. This was an automated service. I made the appointment and attended as arranged. I was told on arrival that I had a telephone appointment not a face-to-face appointment as indicated in the message. This was not convenient for me, so I have had to rearrange."*