

## **Heathgate Medical Practice** **Comments from Friends and Family Responses 2024 - 2025**

Here are the results of our friends and family questionnaires for the year to date – 4 months between April 2024 and August 2024 inclusive.

This questionnaire asks patients the following national contract question.

### **‘Overall, how was your experience of our service’.**

There are five options for patients with the ability to make comments. We have had **83** responses to date.

- Very good – 94% (78 responses)
- Good – 4% (3 responses)
- Neither good or poor – 0%
- Poor – 1% (1 response)
- Very poor – 1% (1 response)
- Don't know – 0%

The majority of responses have comments alongside the answer to the general question.

### **Comments**

These are extracted from the responses from across the year.

- You are kind and always listen to all of my problems, big and small. That is why I love you all (10-year-old).
- Excellent work – not only receptionists Caroline and Hayley but Ellen too. Thank you all so much.
- Receptionists great – answer phone and call back as promised. Nurses and doctors also excellent. Must be the best surgery in the UK.
- Excellent service with accommodating and friendly staff. We can not fault Heathgate. 10/10.
- Surprisingly able to get an appointment immediately. Fabulous service.
- Had a blood pressure check at the pharmacy and was high so got a call the next day asking me to do a week's readings. Really efficient service and friendliness from all. Good follow up.
- Ellen is a wonderful nurse.
- Nothing (in answer to the question what could be done differently). Very good service.
- The doctor I saw was very helpful and hopefully my problem will be quickly resolved.
- A truly wonderful Practice. You are always so wonderful and helpful. You can always get an appointment. The care is exceptional. We are so lucky to have you all. Amazing.
- Efficient and on time. Blood test.

- Brilliant service. Responsive and always on time. Caring Doctors. Please continue to be this good.
- Impossible to get treatment or see a GP when you need one. Made to feel like you are a chancer for wanting to see a GP (name withheld).
- Generally, whenever I have needed help and advice, I have been able to speak or see a doctor or nurse.
- I have always received very polite service at reception and very professional treatment by the medical staff. The only problem which appears to be nationwide is the long wait for appointments.
- Caring team, interested, personal care. I work away and so more online (TEAMS) appointments.
- This surgery has always been top class with very good doctors.
- The Practicie has looked after me during some problems with diabetes and kidney problems. Dr Amy Prescott and all the staff have been fantastic.
- Efficient and helpful. Managed to get an appointment on the same day. NP Ellen Sewell thorough and lovely.
- The doctors at Heathgate are kind, caring and supportive. The Pharmacy are helpful and offer a fast and very efficient service.
- Exceptional surgery.
- Today I had an appointment with Nurse Cath. I was greeted with a friendly smile and taken to the consultation room. Cath listened to why I was there, she was very friendly, and she put me at ease and talked through the treatment. She was very thorough in a kind and caring way. You are an asset to Heathgate.
- The new telephone system is excellent. The doctor as ever helpful and reassuring.
- Friendly efficient, helpful staff. Thank you.
- I did have to wait 20 days for an appointment which was disappointing, however when eventually I did get to see a doctor the outcome was excellent and as was my appointment with the nurse.
- Fantastic service – always very helpful. Nothing is too much.
- Dr Wallace was very understanding and thoroughly explained all options for the care of my thumb joint. We agreed a plan going forward. Also reassured me regarding another problem.
- Always helpful. Always smile when you come in. Can't complain about anything.
- Always supportive, approachable, and helpful.
- On the 11<sup>th</sup> May, we attended the Poringland Community centre for the jab. Perfect. Even after we went home, Dr Limmer called with a fridge bag to give my housebound husband his jab. So grateful for the care. Thank you.
- Excellent help and service from all the staff for over 20 years. Becky and Jordan are the best!
- My wife was seen without an appointment following a fall when she fell and cut her head. Excellent service from first request to seeing a nurse and then the doctor. Both the nurse and doctor were very thorough and attentive.
- Very efficient and wonderful.
- Able to get an appointment. Professional throughout. Helpful and friendly.

- Telephone calls are answered relatively quickly, and the staff are helpful and efficient. There are always staff available when attending the surgery and dispensary, who are friendly and professional, as are the doctors and nurses.
- Fiona was very helpful in getting me an emergency prescription.
- I had a brilliant experience. I called in on my way home from work without an appointment. Fiona arranged for me to be seen by a doctor. I had shingles. A huge, big thank you for such a brilliant service.
- Excellent response from reception team always. Very quick and efficient system around appointments. Friendly. Informed team. A welcoming atmosphere. Great response from medic's team.
- I think the teamwork and the professionalism is exceptional.
- Always extremely helpful.
- We have used the Practice for 7 years and the service is always of an excellent standard.
- Well organised.
- Everything is done very efficiently and friendly.
- I have had excellent service from the Practice. Great to have our C19 vaccinations in the village.
- Quick and efficient (C19 clinic).
- Smooth (C19 clinic).
- I always receive excellent attention from the doctors and other staff at Heathgate.
- Satisfied with the Practice.
- Always good.
- For us, everything works very well. Kind and efficient in all areas.
- Prompt help – staff very helpful. Hospital waiting times for skin cancer – long. Need to be reviewed.
- Rang as needed blood test. Very nice lady on reception (Becky) was very helpful and booked one for the same day.
- Best surgery! Always so helpful.
- Very satisfied with doctors and surgery in general.
- I phone Rockland Surgery recently with a problem. Sarah said she would speak with the Doctor (Wallace) who phones promptly. I had a face-to-face appointment that day. He arranged a hospital appointment and started me on medication straight away. I was very impressed with the prompt attention as it may have otherwise been a different outcome.
- Excellent service.
- Great team – Fiona is so helpful.
- Always friendly and efficient service and fast in getting me seen. Advice, explanations always given and if any condition needs referring to hospital this is soon done.
- Superb care and kindness from Michelle. Could not have been more helpful.
- All the doctors and nurses at this Practcie are excellent. If your symptoms require immediate attention, you get a same day appointment, or a medic calls for more details. You are seen on time and staff are polite and always ask if you have further questions. A very well-run Practice.

- Dr Prescott professional and caring treatment for my wife was exceptional. I can not thank her enough.
- The service provided is very good. I received a call from Dr McConnell within a few hours and saw her at a later appointment. The Pharmacy provides an excellent service and runs very efficiently with friendly staff.
- When calling using a mobile, you don't know it's the surgery. Just Heathgate would suffice.
- I come for my blood test regularly as I am a type 2 diabetic. The nurse is excellent. I don't feel anything.
- Always very smooth and quick service from reception, pharmacy and doctor. All excellent. I always feel we are lucky compared to other surgeries.
- I am always pleased with this surgery. They always see me face to face. I have managed to see a doctor at short notice when I have needed too. My doctor has taken time to listen and explain things to me. I am so pleased I am at this surgery.
- I can no longer get my preferred medication. The opening hours of the surgery make it difficult to collect medication.

END