**FEEDBACK ANALYSIS COVERING PERIOD AUG/22 TO FEB/23**

**YOUR FEEDBACK IS VERY IMPORTANT TO US AND WE MAKE EVERY EFFORT TO LOOK AND ADDRESS AS MANY OF THEM AS WE POSSIBLY CAN. WE AIM TO MAKE THESE ANALYSIS ON AN ANNUAL BASIS AND IN BETWEEN, WE ADDRESS ALL THE CONCERNS INTERNALLY AND WITH OUR PPG GROUP.**

**IF YOU ARE CONCERNED ABOUT AN INDIVIDUAL MEMBER OF STAFF, PLEASE REFER TO OUR COMPLAINTS SECTION ON THIS WEBSITE.**

**THANK YOU FOR YOUR CONTINUOUS SUPPORT!**

**"Problem resolved immediately" ☺**

**"The practice have always provided excellent service, including through the COVID period. They respond when they say they will and are very professional. We are always contacted when vaccinations are required. Great service well done to all of you." ☺**

**"Very understanding and compassionate consultation." ☺**

**"Easy to book appointment, easy check in, helpful and friendly staff!" ☺**

**"Receptionist extremely helpful and gave me an appointment with doctor quickly" ☺**

**"I was able to book appointment via NHS App. Very helpful. Appointment was very punctual and I was pleased with Drs’ advice. Could not fault service or Appointment." ☺**

**“Got an appointment immediately, seen within the hour by kind and helpful doctor. First class experience." ☺**

**"I had to wait a very long time and then was answered and then put on hold for someone else for a long time and then the phone cut off." ☹**

**“The impression is that very often there is not enough time given for a patient to speak of their concerns about their physical difficulties. I have felt rushed and the doctor I am talking to is irritated by me.” ☹**

**"I experienced difficulties communicating with the doctor" ☹**

**“Excellent medical service but running late so had to wait in a busy waiting room which can be unhealthy." ☹**

**"The physiotherapist was very thorough. But she was late." ☹**