

## **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 – 12 months between April 2024 and March 2025 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 **143** responses to date.

- Very good – 94.5% (135 responses)
- Good – 2% (3 responses)
- Neither good or poor – 0.5% (1 response)
- Poor – 1.5% (2 response)
- Very poor – 1.5% (2 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.

### **Latest months comments**

- I spoke to Jo on reception who I told my problems too. She promptly relayed this to the doctor who saw me immediately. What great service from Jo.
- Had a meeting with a doctor today. Very impressed with his actions and thoughts. First class. (Name of GP not provided).
- Miss Paige Castles was on time, efficient, friendly and competent.
- All staff great! Special thanks to Fiona for help with an appointment.
- Fiona went above and beyond.
- Excellent reception team and pharmacy staff. Polite and friendly.
- I needed an emergency appointment and was able to get one the same day within 3 hours. Have always received exceptional friendly service since moving to this Practice. Thank you.
- From reception staff to nurses and Dr Wallace and Dr Hall. I think the service I receive every time is supportive, helpful and never dismissive. Thank you for all that you do. I don't feel alone.
- Compassionate, listening and understanding. Patient, easy access to services.
- Emergency same day appointment for my 2-year-old. The Doctor (Dr Bello) was really thorough and lovely. He was great with children. My son is reluctant to see Doctors and is usually scared but he made him feel really comfortable.

- Excellent efficient prompt service for my shingles booster. And also good to have reminder texts for the 2<sup>nd</sup> jab.

### **Earlier comments**

- I normally can not fault anything about Heathgate services and staff having been a patient here for nearly 40 years. My last appointment with (name) was upsetting, abrupt, hurried and lacking empathy. **This patient has left her name and so our Manager has been able to contact the clinician concerned to follow up.**
- Always get appointments and call backs. Staff are always friendly and doctors, nurses and pharmacy always good. I am aware I am lucky to have this surgery compared to others in the area/country.
- Caroline the receptionist provided excellent service and helped us to contact the doctor regrading my 97-year-old mother and we received medication immediately. Can not fault the service. Thank you.
- Always extremely good service from the reception team, pharmacy, GPs and nurses.
- Gemma – very knowledgeable. Very reassuring and has given me some handy tips for next time.
- Dr Hall saw my husband and at very short notice and was very thorough and friendly. Your receptionist was very helpful in getting this appointment. All the receptionists are good listeners.
- Dr is prompt, kind and listened. They mad me feel special. This was Dr Merran Llewellyn. Thank you. Thank you also to nurse Michelle. Super.
- I continually need to use this surgery for ongoing health issues and from the Doctors to the Reception Team and certainly not forgetting the Nursing Team, they are all absolute stars. Helpful and clear communication.
- Needed to see the Doctor as feeling quite down. Jo was excellent and got me an appointment that day. Thank you Dr Limmer.
- We have had very good service from all the Doctors. Dr Wallace in particular has been kind, professional and supportive to our family during my husband's long illness. His support and care is very much appreciated.
- I just wanted to express how great the service has been from all the staff I have contact with. Particular thanks to Dr Millsted who has been very thorough and prompt. I have been able to be treated without even seeing him, which in my opinion great for the service going forward.
- I came with several complex requests and the staff here (Caroline on Reception and Garry) were fantastic, professional, and efficient. Knowledgeable and approachable.
- I have been to see Michelle Moncur several times over the past few weeks for travel vaccinations and a smear test. She is a super professional, knowledgeable, and lovely person.
- Appointment today as needed, and treatment advised.
- Everytime I need to get an appointment I get one. Never an issue. Staff are great and always friendly.
- Very quick today to receive a telephone back. Pleasant and helpful.

- Since our family has joined the Practice, all service has been first class compared to my previous experience.
- Questions answered well by the Doctor and explanations clear and helpful.
- Kind and efficient.
- I have been impressed with the wrap around care here and the GPs and other staff I have seen have been very helpful and given me time and appropriate care. This is an outstanding Practice.
- Always find the dispensary staff so helpful and understanding. Mt husband has home dialysis and has frequent changes of medication. They go over and beyond to help.
- This surgery is fantastic. Every single staff members I have seen has been helpful and kind. I can't thank you all enough for all your hard work – you are a credit to the NHS. Well done.
- The receptionists are so helpful and understanding, trying to fit us in where possible.
- Asthma attack – given an immediate appointment.
- Fantastically well organised flu and Covid clinic – thank you!
- All members of the team and ancillary staff are most helpful. The professional staff are excellent and follow up when required. I have recommended the surgery to newcomers in the village.
- I have not circled any of the above statements because there is an important one missing at the beginning of the list – Excellent.
- I had a problem at 10am. The Doctor phoned back and I had an appointment at 10.30am. Confirmed my problem.
- I would like to thank Dr Limmer for her time this morning. She made me feel so comfortable and reassured when discussing my struggles with mental health. I felt supported and listened to, something which does not always come easy with Doctors, especially after I suffer with anxiety. She was exceptional and really have me the time to speak. (There is much more comment).
- Cannot get a GP appointment within a month. Phone appointments are made but the Doctors do not call. Ancient systems. Poorly organised pharmacy (mistakes with every prescription). Terrible website. Not accessible for disabled people. Not complaint with access regulations. ***The author has withheld their name. We would have liked to respond to this patient but are unable to do so. Not all aspects of the comments appear true.***
- I regret due to wet weather, a country lane, runners, dog walkers and fast drivers, I was 2 minutes late for an appointment. I do not expect to be curtly reprimanded as though a school child. I have no track record of late or missed appointments. Whilst frustrating for you perhaps, treat patients like adults (name not provided).
- Always excellent care. Quick responses and staff caring and kind.
- I have always received excellent service and care at the surgery.
- The service was very good.
- Excellent service.
- Quick efficient and friendly.
- Wonderful and helpful Practice. So caring and giving of information.
- Listened, polite, taking further action – Dr Hall.
- Excellent service as always. We are so very lucky to live where we do.

- Fantastic service – reception.
- The treatment I receive from the Heathgate Practice is always first class.
- Fiona and Jo – friendly staff. Efficient set up.
- Physiotherapist was very knowledgeable and professional. Really helpful. Very impressed and thankful.
- Always had a very good experience at the Practice. The whole team always treats us with empathy and understanding.
- This surgery is amazing. Quick reply and appointment service.
- I came in for a RSV vaccine and as usual was dealt with in a friendly and efficient way. The Doctor was very clear and answered questions about the vaccine. Then administered it painlessly.
- We have found we can get appointments in a reasonable time. Proactive treatments and suggesting tests and specialist appointments.
- The entire Practice is very helpful listening and supportive.
- The doctors are good and friendly as are the receptionists. Worrying problems are dealt with the same day which is a great relief. Many thanks.
- 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 job. 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