



## Feedback Friends and Family Test

### **June 2020**

All very helpful

### **December 2020**

The staff team, including doctors, nurses and reception, are always very helpful and have always gone the extra mile.

### **January 2021**

Generally good but in Covid times GPs and other staff should check on wellbeing of their elderly patients especially those needing regular bloodtests and not just wait for them to contact the practice. The Practice should actively seek feedback in order to make improvements.

A BIG THANK YOU to all the cheerful and efficient staff and volunteers who administered your vaccine today. with a special hug to the people in the cold. THANK YOU. Mary

### **February 2021**

The staff are second to none. I feel valued.

### **March 2021**

Cannot find information about contacting doctor on this website. Keep being directed to contact 111 service and then told that 111 'is rather busy at the moment so call back later'.

### **June 2021**

It used to be a good practice when I joined 10+ years ago. Now, however, patients seem to be little more than an inconvenience, with telephone consultations in 3-5 days time. Not satisfactory.

Unable to see a GP or get medical help for weeks

### **October 2021**

Being unwell through the summer, every time I called the surgery I was treated not just with respect but very kindly. The doctors who "saw" me were equally kind and followed up with calls

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to ask how I was. I felt extremely well looked after. I feel fortunate to be able to say this is my surgery.

### **November 2021**

I cannot get an appointment when I try online, and the only appointment I have been able to obtain is a telephone appointment with my GP nearly four weeks in the future. What happened to the same day (if urgent) or a couple of days' wait (for non urgent appointments)? St Leonard's used to be an amazing surgery, but sadly this no longer is the case.

Don't feel that the practice is working hard any longer to give a welcome if we visit. The waiting area is woeful and depressing. It looks like you don't care. How about some colourful (laminated for disinfection) colourful leaflets on the notice boards and some pictures that you can wipe too, on the walls? And the lift is constantly out of order so the vaccination trek up and down the stairs or ramp was a nightmare. Does it not have a maintenance contract?

### **February 2022**

Having waited a month for an appointment in December, instead of a telephone appointment, I had a brief text. The GP had misunderstood the enquiry but I could not speak to him.