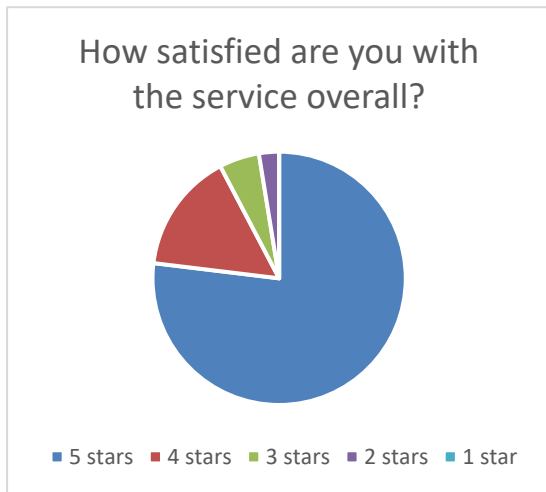


Patient Feedback on PCN Extended Access Services

May 2024



Patient comments;

- ✓ Lovely clear physio. Appt within a week. Said that exercises would be emailed to me but, so far they haven't been sent.
- ✓ Cherry was lovely. She was so understanding with me, and patient and caring. I cannot speak highly enough of this lady.
- ✓ Been to the appointment, though was late, I was accepted to be seen, I appreciate the understanding of me being late. The health practitioner seen to me with more welcoming and helpful nature, thank you for the service. I am grateful towards the clinic seeing to my needs.
- ✓ Would have liked a face to face appointment but it was a Saturday and plus it's so difficult to get face to face anyway for at least 3 weeks which is frustrating. Luckily the GP on the phone was helpful and asked a lot of questions.
- ✓ My experience with Cherry was very helpful, we managed to talk about my medication and how it is being managed, I believe it was a professional meeting and she is kind and supportive...it is difficult to talk about trauma, however we got through it even though it is upsetting to talk about suicide and depression.
- ✓ Really helpful to have a weekend appt with working every day.
- ✓ I actually went for my smear test appointment and I am so excited with the service that was rendered for me.
- ✓ Great help, very supporting, understanding and friendly. Listening to everything I was concerned about and helped, thank you.
- ✓ Good reassurance and explanation about specific health matter. Nurse was understanding and made sure I was comfortable.
- ✓ The lady was nice, cared and listened. She seemed very knowledgeable and made me feel confident in her appraisal.

- ✓ It was a very nice experience and I would go again if I had to the GP was lovely
- ✓ Excellent. I was very anxious about having my bloods taken and she was quick and brilliant!
- ✓ Very pleased with the service I received, the nurse was very attentive and took time to explain things to me and checked numerous times I was happy. Brilliant having a weekend appointment option.
- ✓ Great experience. My surgery booked the appointment. Lots of reminder messages!! Friendly staff on arrival who reminded me to check in my car too!! Appointment running to time and very friendly and professional staff member took my blood for the tests. I like this site too. Easy to access as someone with limited mobility.
- ✓ Kelly was very friendly and kind and understanding. Lovely lady made me feel very comfortable the entire appointment
- ✓ Amazingly helpful, kind, friendly and informative smear test with Kelly. Kelly is brilliant.
- ✓ Nurse was lovely, appointment was very convenient and easy to make. More weekend opening please.
- ✓ Tyler was a lovely man and he explained all the treatments there was for me to try and decided a tablet form was the best way for me to try to stop smoking. He made me feel at ease and was very helpful
- ✓ Very friendly, non-judgmental environment. I left feeling very confident and informed
- ✓ Early appointment following diagnosis. Professional and helpful advice. Treatment appears to be working!
- ✓ I was attended to on time. The doctor and the phlebotomist were very friendly, polite and very professional. My medication was ready when I arrived and I didn't need to go to the chemist saving me time.
- ✓ The doctor was very attentive and did everything possible to help me.
- ✓ I have enjoyed my health and wellbeing sessions with Tyler, he helps me set realistic goals, is very supportive and personable. Tyler has helped me make positive actions towards my health and wellbeing which I wouldn't have thought were achievable prior to using this service.
- ✓ I have found my experience very positive. Tyler has been so supportive and helped my confidence grow and has given me strategies to support this. Tyler is very easy to talk to and listens and advises in matters to help me in my growth. Very professional, Tyler's counsel has been a big part in me moving forward with both my physical and mental health.
- ✓ Tyler was very kind and non judgemental. I went in nervous about the consultation but ended up having a very positive discussion
- ✓ Tyler has been very good for me I have lost 9lb since meeting Tyler , there is nothing I don't like it's a pleasant experience, we get along n well , and hope things continue.

- ✓ I have been treated by Becky for the past few months at North Light Physiotherapy service. I felt confident in her assessment and treatment skills and was reassured by her professionalism and evident expertise.
- ✓ It was fine quick clean and clever there was nothing to dislike and the doctor was lovely
- ✓ The doctor was very helpful and informative. He explained everything and helped alleviate any concerns I had. He has clearly explained the next steps towards understanding my issues.
- ✓ Experience was good, the nurse took blood for testing. They were authentic, professional, had great technical skills and superb interpersonal ability.