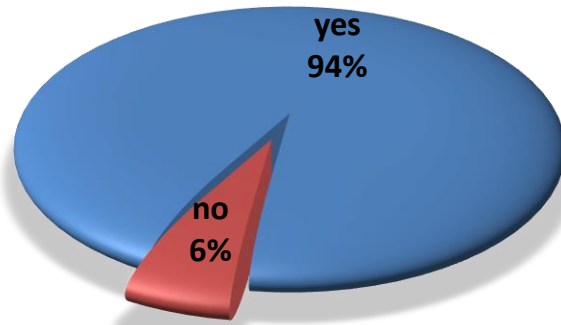




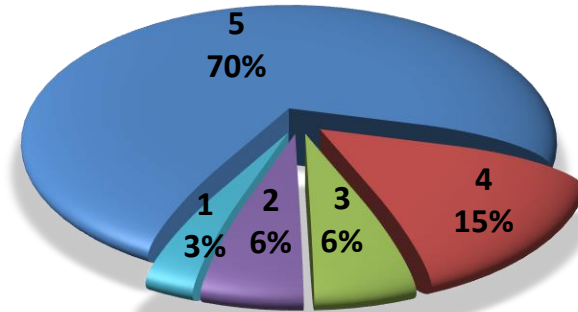
Patient Feedback on PCN Extended Access Services

Comments received from appointments during October 2024

Would you recommend this service to your friends and colleagues?



How satisfied are you with the service overall?



General Feedback

I liked the fact I got an appointment on a weekend. Also there were a number of staff for patients to see. It was quick and efficient.

Great experience easy to park and check in, running on time professional environment staff welcoming.

The Address was easy enough to find and to park. I had to wait a little to have my appointment, but was expected.

He was very professional, understanding, and efficient. I am very satisfied with the service provided.

GP Feedback

Nice to get an appt at the weekend (didn't expect it) Easy to get to and Dr very helpful.

Very professional kind and clear with what I had to do better than my doctors

It was very good, talked through my condition. I felt very comfortable with him. Very good experience

GP took very detailed information about my problem, and also asked about any other health problems I had. Examined my foot, and said I should have blood tests done to rule in or out various conditions, also arranging for me to have an x-ray on my foot. Very happy with the GP and my appointment. Very happy my appointment was arrange so quickly

Doctor took the time to go through everything and told me my options and we made a plan of what to do to help sort out my sensitive problem. Thank you

My experience was very positive, quick, the staff were patient and caring

H&WB Coach Feedback

He has been very understanding and helpful

This is my 3rd session and I found the session really helpful. I was doubting whether to go or not and I nearly cancelled but I went and left feeling positive and with some realistic goals.

Great service, with my health coach.

My appointment was relaxed. My coach was informative and friendly. The venue is close to my home. I'm looking forward to my next appointment.

Great service, with my health coach. 😊

Tyler was very easy to talk to and I felt he was genuinely compassionate and supportive of my health issues and past failures at trying to quit smoking . Tyler optimistically informed me of a more realistic informed plan to try help me succeed quit smoking ...I felt optimistic and empowered from our meeting .

Great experience, friendly and helpful support given.

FCP Feedback

Good experience, understanding and good at relating problems to his own, able to give great ways to deal with anxiety

Had the benefit of her knowledge and heeded the advice

The consultation was very helpful. I have been resting but am still in some pain. I am awaiting physiotherapy instruction that the practitioner recommended

The guy was very nice but feel he didn't advise on the problem as expected. Only good thing came out of the visit that I have been referred for an ex Ray for my hip and back problem.

Very informative and very useful, explained how things happen and what to look for and avoid, the importance of exercise ,we appreciated all the information and help

This was the second appointment to "talk" about my MRI results. I came first time the results weren't ready or the physio couldn't see them. I then went to my GP who said I need to go back to the person who requested the MRI. So I returned to the physio at university health centre Huddersfield. Sat there, the appointment was late, I wasted an entire morning to be told "I can't see your results because the GP use a different system" ... I was told I will get a call back in the morning and did not hear back... again. I rang in the afternoon, and was told by the receptionist that the physio had gone home for the day.

Great and supportive.

Extremely helpful and professional Explained everything which she was doing

Tony was very warm, knowledgeable and helpful. I especially liked that he tailored his advice to future in with what would be manageable for me

Tony was very thorough. Asked about my medical history and went through the reason for my appointment. He explained well for my pains and referred me to physio. He gave me plenty of exercises that would help prior to my appointment.

I thought it was excellent

This was the second time I had seen the FPC. He remembered me and was friendly and informative. A very positive experience.