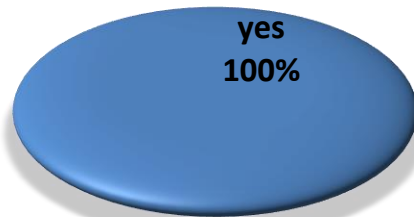




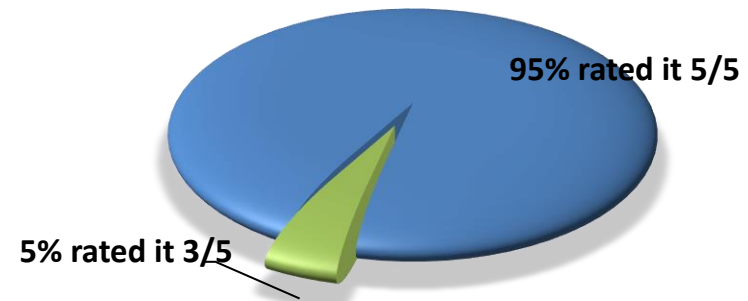
Patient Feedback on PCN Extended Access Services

Comments received from appointments during January 2025

Would you recommend this service to your friends and colleagues?



How satisfied are you with the service overall?



General Feedback

Lovely environment to be seen in.

I was very happy

Very true to time

H&WB Coach Feedback

Amazing

All good

Everything was good. Came away with clear knowledge regarding reducing cholesterol.

GP Feedback

Super patient care
thank you, couldn't
ask for more

The doctor was attentive and answered all the queries I had. It felt like my appointment was "rushed" though. I was in and then I left. They did an examination on my abdomen (the area of concern) so that's good.

I had a very good experience.
From the moment I arrived, I
felt comfortable and at ease.
The atmosphere was
welcoming, and everyone was
friendly and professional.

Fantastic patient care , only had to wait a few days
for OPA . GP fitted me in on a Saturday after
Waterloo Practice Maggie was so helpful in getting
OPA. Brilliant care from everyone, I am so pleased
and grateful, thank you so much

Nurse & Phlebotomy Feedback

Very helpful
Knowledgeable
Excellent all round

All good

Staff were very pleasant and efficient.

I had a smear test. The clinician
nurse was extremely experienced,
patient and very knowledgeable.

The procedure was explained well and I felt
comfortable throughout. They also informed me
about what would happen after the sample was
taken. Overall, a great experience!

She made me
feel very
comfortable.

FCP Feedback

The whole experience was excellent. The advice care and consideration was second to none.

It was ok .
Thanks

Great experience, health care worker was very clear and concise on diagnosis and next steps required

Good.

The appointment was extremely thorough, the Physio listened to all I had to say, and give concise advice as to how to make things manageable.

I found out what's wrong with my shoulder/arm and can start doing some gentle exercises to help myself, was very impressed by the knowledgeable very nice lady, felt hopeful leaving the session.

Very swift from first enquiry to face to face appt (same day) so was very happy with that. Physio - Becky- was very professional and knowledgable , I felt listened to and looked after , and given some exercises. Really happy with the everything 10/10