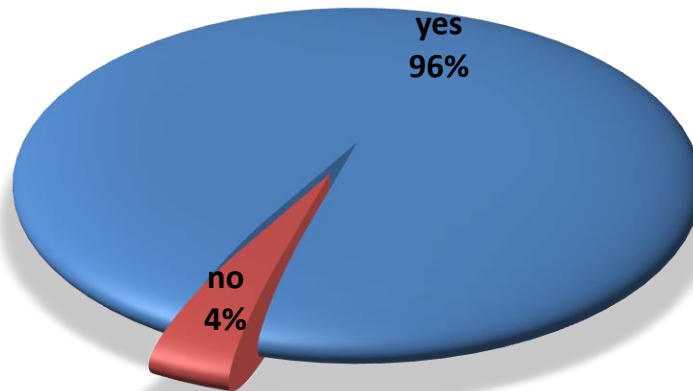




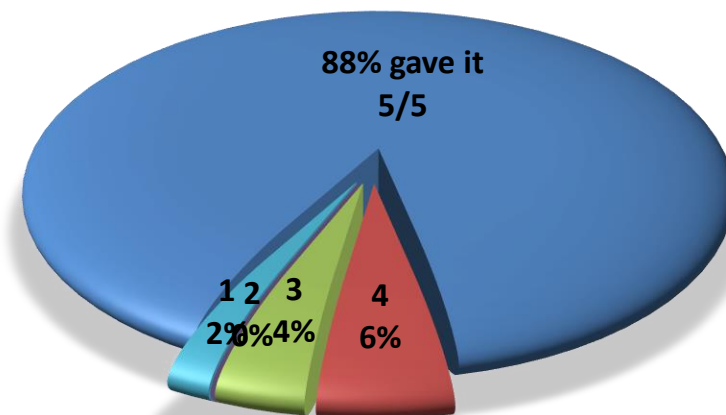
## Patient Feedback on PCN Extended Access Services

Comments received from appointments during Oct 2025

**Would you recommend this service to your friends and colleagues?**



**How satisfied are you with the service overall?**



Patients who attended EA clinics listed on the Tolson PCN SystmOne Unit were sent a text message after their appointment with a link to complete an online feedback form about their experience. This report includes their responses for each staffing type.

This information has also been sent to the staff who provided those sessions to ensure they receive the patient feedback for their portfolios or appraisals.

## H&WB Coach Feedback

Tyler has been amazing, offering diet and lifestyle advice plus listening to me having a moan. I can highly recommend him, very professional and always has a smile.

I enjoy my sessions with my wellbeing coach, Tyler makes me feel at ease and is a very good listener.

It's been a great help and incentive for me to lose the weight. I'm hoping that I am on the tight track to a healthy diet

It was great, he helped me a lot

*Excellent*

I think my health and wellbeing coach is fantastic and really kind and welcoming. He created a really safe space and environment for me to talk about how I was feeling and was very receptive to that information. Nothing bad to say.

Practical, Encouraging, Motivating. I didn't feel beaten up when I missed my goal. I lost approximately 25kg (55lb) over 2 years on the programme and got my HbA1C down from 52 to 43.

## Nurse & Phlebotomy Feedback

All good. Very professional.

*Kerry was great! So friendly and took the time to go through everything before the procedure which really put me at ease, didn't quite get in on time for my appointment so maybe some patient screening beforehand would help to determine if a longer appointment is needed to help stay on schedule*

I didn't have to wait long and the staff including the receptionists were welcoming and friendly.

*Easy parking, appointment all on time. Had only booked the appointment the day before so was pleased with the speed at which I was seen. Nice professional staff*

I had a great experience. I didn't wait too long to be seen, the nurse was lovely and the procedure I had was quick and painless and the nurse constantly put me at ease and made sure I was kept informed with what was happening

I attended a smear test appointment, and the nurse provided an excellent, professional and supportive service

## FCP Feedback

*Excellent experience throughout, Andrew the Physiotherapist made me feel at ease and gave me a thorough examination.*

*I liked that the Therapist was knowledgeable and thorough. However, I felt uncomfortable most of the time. I didn't feel at ease. She wasn't calm but quite hyper. I also felt she didn't listen very well. I felt the whole thing was very rushed. Didn't like her energy. However, the diagnosis and treatment were correct. The exercises she suggested did help me.*

*Valued visit. Very informative. Easy location. Weekend appointment*

*Very knowledgeable, willing to listen and not pre judge anything*

*Really good*

*I was given a plan to do some exercise for my foot. The physio therapist was helpful and gave me the help that I needed to make my foot heal*

*I was told everything I needed to know for a first contact, given some exercises to complete until next time.*

*I've no complaints. The physio was very efficient. He gave good advice. And my knee is much better*

*He seemed concerned about the reason I got my knee injury (hate crime), he's also fast paced (talking & typing), which matches my pace... He suggested various exercises that I could multitask with, although nothing on paper or digital...*

*My experience was informative and quite pleasant*

*Very impressed with the service and physio I received and the information relating my knee issue and the exercises he has recommended me to do*

*Very happy.*

*Everything was perfect*

*Good*

*Very good I all respects.*

*I was completely satisfied no complaints at all*

*As I work away from home during the week this style of appointment really suited me needs*

*Excellent service really understanding*

## GP Feedback

*Speed of appointment, professional and friendliness of staff, easy to park at University health centre*

Ran to time but I was the first appointment, I think. Nice to be offered a weekend appointment.

Another clinician was in the room which I was asked about but no reason as to why. Were they training etc?

Good and short appointment and referred to dermatologist for biopsy which is due this coming Friday

Didn't think she was very friendly or approachable, didn't like her tone of voice.

Was a really good service. He helped a great deal

Convenient on a Saturday morning

Very happy

Fantastic so easy to get to and park.

Everything was well organized

Very friendly and well informed. I had my appointment with a nurse and GP. Excellent and professional.

Very well looked after with lovey friendly staff

Excellent service no waiting, calm and professional atmosphere, excellent practitioner who was informative and knowledgeable

Receptionist and the GP I saw were both lovely, welcomed me warmly. The GP made me feel so valid with my concerns, listened to everything and told what was going to be done and what the next steps might be. Left feeling emotional because my worries had been heard and felt validated for all the right reasons.