

Qtr	Date	Pt Id	Rating	Theme	Category	+ve / -ve
Qtr 2	Aug-24	34	Very Good	Staff	Nurses	Positive
Qtr 2	Aug-24	35	Very Good	Staff	All	Positive
Qtr 2	Aug-24	36	Very Good	Staff	All	Positive
Qtr 2	Aug-24	37	Good	Staff	All	Positive
Qtr 2	Aug-24	38	Very Good	Staff	All	Positive
Qtr 2	Aug-24	39	Very Good	Staff	All	Positive
Qtr 2	Aug-24	40	Very Good	Staff	All	Positive
Qtr 2	Aug-24	41	Very Good	Staff	All	Positive
Qtr 2	Sep-24	42	Very Good	Staff	Nurses	Positive
Qtr 2	Sep-24	44	Very Poor	Patient Exp	GP	Neutral
Qtr 2	Sep-24	45	Very Good	Staff	GP	Positive
Qtr 2	Sep-24	46	Very Good	Staff	Treatment	Positive
Qtr 2	Sep-24	47	Very Good	Staff	GP	Positive
Qtr 2	Sep-24	48	Very Good	Patient Exp	Telephone	Positive
Qtr 2	Sep-24	49	Very Good	Patient Exp	All	Positive
Qtr 2	Sep-24	50	Very Good	Staff	Treatment	Positive
Qtr 2	Sep-24	51	Very Good	Staff	Care coord	Positive
Qtr 2	Sep-24	52	Very Good	Staff	All	Positive
Qtr 2	Sep-24	53	Neither	Appointme	Booking in	Neutral
Qtr 2	Sep-24	54	Very Good	Staff	GP	Positive
Qtr 2	Sep-24	55	Very Good	Staff	GP	Positive
Qtr 2	Sep-24	56	Very Good	Staff	Care coord	Positive
Qtr 2	Sep-24	57	Very Good	Staff	Nurses	Positive
Qtr 3	Oct-24	58	Very Good	Staff	FCP	Positive
Qtr 3	Oct-24	59	Very Good	Staff	Nurses	Positive
Qtr 3	Oct-24	60	Very Good	Service	GP	Positive
Qtr 3	Nov-24	61	Very Good	Service	GP	positive
Qtr 3	Nov-24	62	Very Poor	Service	Care coord	Negative
Qtr 3	Nov-24	63	Very Good	Staff	staff	Positive
Qtr 3	Nov-24	64	Very Good	Staff	GP	Positive
Qtr 3	Nov-24	65	Poor	Appointme	Availability	Neutral
Qtr 3	Nov-24	66	Poor	Appointme	Availability	Neutral
Qtr 3	Nov-24	67	Very Good	Staff	Nurses	Positive
Qtr 3	Nov-24	68	Poor	Patient Exp	All	Negative
Qtr 3	Nov-24	69	Very Good	Staff	GP	Positive
Qtr 3	Nov-24	70	Very Good	Staff	GP	Positive
Qtr 3	Nov-24	71	Very Good	Patient Exp	All	Positive
Qtr 3	Nov-24	72	Very Good	Staff	Care coord	Positive

Comment

Nurse Nadine is a very approachable, caring and understanding nurse. Very knowledgeable and professional.

very impressed by professional service provided by Physio Ed Cross

To be responsible for effort of staff and doctors

You have started to improve your service in the last 6 months, but could get better in reception.

Pt wife called, pt who sadly passed on holiday in the USA would like to express her gratitude for all of the

PT wished to pass on special thanks to all at the practice, he said he appreciates all that we do and that the
Pt came into lowdham for an appt today and wanted to pass on her thanks to lucy for being super supportive
" I was here to query something for my step-father and the staff were so lovely. The receptionist on the day

Nurses Shannon, Sonia and Lee-Anne J still providing an excellent service

When my daughter was struggling with severe IBS symptoms, experiencing pain and exhaustion and its

Pt came to the desk after her appointment today to pass on what an amazing GP she is and how good she
explained everything to her, and was very thorough.

Pt very complimentary about the soc prescriber who went out to see her and her husband- good work

Pt came to the desk to say she's a star and to pass on her thanks for all her help! Well done uzma

patient just fed back that getting much easier to get through and speak to someone in the morning which
was a great relief and he wanted to say thank you, it was a much less worrying experience. don't know

Can I just say how amazing you all are at Jubilee Park, always such a kind and warm welcome on the phone or i

Pt would like to thank Jen for all her help today. She really appreciates everything you have done for her.

Patient (who was actually quite grumpy) made specific comment about how wonderful Tina is and how

Excellent service / care by Dr Ruth Wiecek and Nurses Lee-Anne and Beth

On many occasions unable to get an appointment to see a GP. Having to wait in a queue when calling for

Pt would like to thank Dr Mohan for the care and attention she received yesterday. She said he was amazing and

Pt has just been to see Dr Ali and he wanted to pass on his thanks to the whole surgery- he said we all do a won

Pt wanted to let all of reception know that we do a wonderful job are all extremely helpful

Pt wanted to give nurse Beth a compliment said she is a very good nurse and very nice

Pt came to the desk after her Physio appointment with Ed today to pass on her gratitude with the consultation an

Pt came in to thank Shannon for making her feel really comfortable at her recent app and for being so calm

and kind. Well thank's again what a lovely first time. Came to Lowdham medical Centre to see Dr Patton for the
first time on 7/10/24 and I found her very friendly, professional, knowledgeable and extremely reasoning.

Given the choice I would opt to see her every time.

Pt saw Dr Akhter she couldn't praise her enough. She made her feel very cared for .. she introduced herself and

Pt feedback - I asked for an appointment to discuss gender Identity / Dysphoria and I confirmed is 10 minute ap

The staff are always friendly professional and helpful

Pt and her partner came to the desk to pass on feedback about Dr Uzma Akhter and how amazing she is.

Vitually impossible to get an appointment when calling at 8am. Told very busy and cuts you off

Trying to get through to you is an absolute nightmare. Was 4th in the queue at 8am, phone cuts off, then phone I

Excellent service by nurses shannon and Lee-anne. Very professional in applying dressigs treatment and b12 inj

Problems getting prescription, problem getting appointment, 2 weeks is far too long. Can spend up to an

Pt would like to give special thanks to Dr Akhter for her excellence care and service this morning. He was

Pt would like to give the service he has received today from the practice. Well done! Uzma

person who has actually listened and made her feel heard. She couldn't praise her enough. Every service is to
the hard work you all do. I don't have nothing to reply about.

Pts daughter was full of praise for Bernadette , for her caring and kind manner this morning and how helpful

I would like everyone to know how good he is. He listened to everything she said and she already feels
derful job and dont get thanked enough :) - this is the second positive feedback i have had from patient

pointment enough. The GP told us that a double appointment is needed to assess this and we would ha

ines were too busy., Finally get through, sat in queue for 40 mins to be cut off in 1st. Now in 8th. You re

ave to make another double appointment. I realise this doesnt happen often, pts refering for gender ide

ally need to progress and use online services because this is a joke. most gp surgeries have online forr

ntity service but care coordinators should know the needs and requirement for the appointments.

ns to fill out for an apt now, your very behind and we end up being told on an automated message that :

appointments are all gone and its not right