



HARROW ROAD HEALTH CENTRE

PATIENT  
PARTICIPATION  
GROUP



## September 2024 Patient Survey - Feedback

### WHAT DO YOU LIKE ABOUT OUR SURGERY?

- 'Friendliness and helpfulness of all staff. GP will endeavour to get back to you within the day if urgent which is remarkable'.
- 'Caring, friendly and professional staff that are very patient with an elderly person like me'.
- 'Doctor makes time to listen to your problems and help you treat them when necessary'.
- ' Everything. Always been a nice surgery and friendly and helpful'.
- 'The doctors and staff are helpful and always offer good advice and guidance'.
- 'I don't feel intimidated when speaking to the doctor, he listens very well and is approachable and always suggests different options when needed'.
- 'Friendly welcoming atmosphere, clean and comfortable'
- 'That its open early, I received call backs and appointments quickly, the staff there are very nice, high staff retention and the surgery was thoughtful enough to install a chair for people who cannot sit and get up easily from sofas'.
- 'The attention and care have been second to none (excellent)'.
- 'My new doctor is excellent, understanding and has been amazing during my latest health issue. We are very lucky to have such a professional looking after us'.
- 'My doctor is the best, he is patient, listens and is very thorough'.
- 'Accessible, prompt response to any queries. Friendly and competent doctors. Inspires confidence that you are receiving the right care'.
- 'As a patient, I feel like I'm well looked after'.