



HARROW ROAD HEALTH CENTRE

PATIENT  
PARTICIPATION  
GROUP



## September 2024 Patient Survey - Feedback

### SERVICES

- 'The receptionist has always been helpful. Whenever I go in I am able to speak my language to convey what I need'.
- 'The receptionist always does a great job'.
- 'The Healthcare Assistant (HCA) has called me many times to check that my treatment is going well'.
- 'I have had blood tests/general health tests and all of which were carried out in a friendly yet professional way'.
- Nurse – she 'is a very good natured and competent nurse who makes it all so easy'.
- The 'nurse is very helpful'.
- 'My doctor is extremely good'
- 'The GPs are caring and look after patients'.
- 'Physiotherapist – the service has helped manage the pain'.
- 'I was seen quickly by a physiotherapist and overcame my ailment by getting the help needed sooner'.
- 'I have used the clinical pharmacist – very helpful re reviewing meds.'
- 'The clinical pharmacist is very good. Very knowledgeable.'
- 'The healthcare people that come home are brilliant'.