**Patient Feedback Received September 2022**

**Allerton Medical Centre – GP appointments**

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| 1 | A face to face was made for her very quickly as her mum I felt gp took his time with her. M felt happy with the gp .  |
| 1 | Face to face Appt on time, and onsite staff helpful/professional and friendly. |
| 1 | Having had a face-to-face consultation with the doctor was very good. Was able to resolve some issues very quickly. Thank you, |
| 1 | I was able to be seen by my GP at my practice. The use of econsult is very helpful.The appt was very straight forward and seen quickly  |
| 1 | Professional, timely. |
| 1 | The Doctor was so helpful, caring and efficient  |
| 1 | They do good service |
| 2 | I was listened to. And I felt reassured  |

**Allerton Medical Centre – HCA appointments**

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| 1 | Brilliant nurse, did not even feel the needle going in |
| 1 | Excellent nurse who put me at ease and explained everything she was doing and why. |
| 1 | Friendly professional caring  |
| 1 | Friendly, clear explanations and I felt that I mattered.  |
| 1 | Good care from Karen. |
| 1 | HCA Karen was friendly, professional (blood collection painless!, checked my notes) and I felt both remembered and listened to |
| 1 | I received very good kind and considerate care  |
| 1 | I was dealt with in a friendly and courteous manner with great efficiency and an explanation of why I was having the blood test. I couldn’t be more appreciative and satisfied. |
| 1 | Karen is very professional she explained everything to me that I needed to know.She told me was she thought was the way forward and emailed the doctor for approval. |
| 1 | Lovely nurse. Didn’t feel rushed caring.  |
| 1 | Nurse was clearly ready and pleasant  |
| 1 | Person that saw me, very reassuring, took time to communicate and was patient  |
| 1 | Punctual, efficient, personable and well organised.  |
| 1 | Receptionist and the nurse were brilliant. I was seen within 10 minutes of arrival. It sad that sometimes appointments are in Westfield where the receptionist approach to patients is so, poor. I love to be seen at AMC? |
| 1 | The staff was friendly and my appointment was also on time so I could still get to work on time. |
| 3 | Neither welcoming or friendly by the reception/office staff.  |

**Allerton Medical Centre – Nurse appointments**

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| 1 | Being new to Leeds you are doing things slightly different to Bradford so my face to face today was informative. |
| 1 | Excellent practice, excellent staff, very glad to be registered with this practice. |
| 1 | Excellent skills handling a 3 year old getting his injections! Student nurse brilliant too-thank you |
| 1 | I felt welcome and cared about. The nurse was thoughtful and answered all my questions  |
| 1 | I received reminders, clear instructions and explanations from the nurse.  |
| 1 | It was on time after a short wait. Nurse was very pleasant and attentive without rushing. Felt cared for.  |
| 1 | Lovely friendly staff |
| 1 | My nurse put me at ease as soon as I arrived. Very friendly and made the experience a positive one. Please thank her for me.  |
| 1 | My visit today was the first for a long time and was pleased to have my bloods taken and blood pressure checked. The nurse was very helpful and took great care. Very pleased. |
| 1 | Nurse was very pleasant and welcoming thank you?  |
| 1 | Nurse was very helpful and explained things really well. |
| 1 | Nurse was very helpful, and informative. Felt better moving forward. |
| 1 | On time, friendly service  |
| 1 | Polite and friendly staff. |
| 1 | Polite happy front desk staff. Same for the practice nurse. Understood what I needed and took care of my needs.  |
| 1 | Polite receptionist and asthma nurse |
| 1 | Sister seemed efficient and prompt and sympathetic. I was also comfortable back in my old clinic Allerton |
| 1 | The nurse was very helpful, gave a detailed explanation and additional useful information.She also had a very lovely manner and was easy to talk to about my situation. |
| 1 | The nurse who saw me was very kind and efficient - the whole experience was most helpful  |
| 1 | The reception staff are always helpful and the nurse was friendly and caring. |
| 1 | Very friendly and explained everything perfectly  |
| 1 | Very informative appointment. Not rushed. Everything discussed in detail so I came away with all the knowledge and understanding I needed.  |
| 1 | Very professional and warm manner  |
| 2 | Basically I was attending the medical centre for blood tests and BP check. Dealt with efficiently and on time.  |
| 2 | I found the nurse useful in my concerns  |
| 2 | Pleasant staff and waiting time short. Procedure done very professionally.  |
| 2 | The nurse was very informative and encouraging  |
| 6 | Nurse very good and gave information-however I was told g p would look at test results today and ring me with results -I was asked specifically to leave my mobile on to receive this call .7pm now and no call about results of my E c g. Very stressful  |

**Westfield Medical Centre – GP appointments**

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| 1 | Because the doctor seemed to care about me  |
| 1 | Excellent service. Was kept well informed before the appointment. Both doctor and nurse were warm yet professional. Felt like I was treated like a human.  |
| 1 | Gp was a star as always and also her assistant  |
| 1 | It was carried in a very professional manner as I would expect  |

**Westfield Medical Centre – HCA appointments**

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| 1 | Any questions deserve an answer.Because I received a good treatment, I met a kind person. Thank you  |
| 1 | Competent and friendly  |
| 1 | Everything ran smooth and nurse was really nice and helpful  |
| 1 | Everything went to plan |
| 1 | Excellent Michelle the nurse was superb as always, very professional and caring thk u  |
| 1 | I’ve been seeing the same nurse for a few years, and I always get 5 star treatment, long may it continues. |
| 1 | Lovely helpful nurse. Promptly seen. |
| 1 | Michelle was lovely when seeing to me today. thank you  |
| 1 | My appointment with nurse Michelle was on time, she was very nice and pleasant. My blood test was done quickly and had time for a little chat as I told her my concerns about the reason I've had the blood test. |
| 1 | On time, efficient, friendly |
| 1 | Quick and polite service from the receptionist and the nurse |
| 1 | The nurse was friendly and carried out the tests in a professional manner. She also gave a quick summary of previous appointments which put today into perspective. |
| 1 | The nurse was friendly, caring and efficient.  |
| 1 | The receptionist was very helpful and also the GPs thank you  |
| 1 | Very caring and understanding, open and honest! |
| 2 | Because Michelle was every good to me we have a nice little chat i was happy talking to her  |
| 2 | I was on time for my appointment and still waited 20 min before my name was called. The reception are typical public sector behaviour. No interest in informing you what's happening. No customer care. |
| 2 | I was seen on time and was listened to  |

**Westfield Medical Centre – Nurse appointment**

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| 1 | A delightful person and a good listener dealt with me |
| 1 | I felt comfortable around the nurse and she was very nice and supportive. Thank you. |
| 1 | My appointment was exactly on time and the nurse was so efficient. |
| 1 | Seen quickly. Nurse was friendly and helpful  |
| 1 | The nurse explained all about the vaccines and made sure we had the website for additional information. Was very helpful on a additional matter, what I had concerns about. |
| 1 | The nurse I seen today was very nice and she had patients with me and she explained about the smear test  |
| 1 | The nurse I seen was very helpful she explained everything so careful with me really enjoyed my visit  |
| 1 | The nurse was experienced in taking out operation clips. She gave off a confident personality  |
| 4 | The blood test I needed couldn't be done by the nurse. This I would have thought should have been noticed beforehand. I waited 2 weeks for the appointment and had to take time from work.  |