

On the 21st of Febuary Llais visited Forest View Medical Centre to speak to patients about their views and experiences on the surgery. We asked patients to fill in a patient satisfaction survey in which we had 22 responses from. We have listed some key findings below.



Comments from patients

Most times see a different GP but always helpful and understanding.

It can be embarrassing telling the receptionist your symptoms as you are overheard by other patients in close hearing proximity.

From being ill since 2013, I have had to use this service many times. I have nothing but praise for all staff, GPs and Nurses here, they have all been very good to me.

Very difficult to get an appointment and not enough doctors.

Need to meet expectations of patients.

Needs to be more access for the elderly with appointments as most elderly people aren't internet savvy.

Never/rarely diabetic reviews. Haven't been able to get an asthma review since COVID. Very difficult to get a Doctors review with doctor who requested the review.

Nothing negative, all the GPs are great. Has improved a lot since COVID.



Thank you to the patients, staff and volunteers for engaging with us and supporting the visit!

