

August 2023

Rainbow Medical Centre
Friends and Family Test

Very Good	Good	Neither Good or Bad	Poor	Very Poor	Don't Know
31	28	8	5	3	4

Feedback given

- I have been with Rainbow for many years and they have always managed to see me when it was really necessary
- Always respond in a timely fashion and point me in the right direction needed for support
- The system is very easy to use
- All GP surgeries are struggling and seem to send people to A&E or the Walk in Centre instead of having more appointments or utilizing the extended hours or urgent care appointments
- It is very difficult to see a doctor face to face and to speak to them about test results ect. There is no follow up care
- I wasn't told my medication had been removed from my repeat prescription and no alternative was prescribed. Reception told me to find an alternative
- I have had no issues with my practice and I always get helped appropriately
- Being able to message is fantastic but needs to be available all day
- Quick and easy to use system
- Its not always easy to get an appointment, or even get a telephone consultation
- It is getting harder to see a Doctor, so to just be able to tell someone about your problem is better than suffering
- I found it quite easy to use patches but I am unsure if it would be accessible to all
- Quick and easy. Prompts for the information needed
- Receptionist said I need access to Patches – I had no idea what this was and as my issue was HRT related I thought it was patches as in HRT???? A better explanation would've helped
- Too long winded for a repeat prescription
- Great service
- Doctors are very understanding and helpful
- Was quick
- The online access is easy to use
- Like the online because phoning for an appointment is impossible can never get through and cant make an appointment for another day has to be that day sometimes it can be over a week before successful its like playing the lotto

- Patches easy to use but not spoke to anyone yet
- Helpful friendly reception staff and doctors
- Patches system is great saves waiting in a queue when you are working
- I can usually get help when I need it
- I have used it before and find it efficient
- Quick and easy response
- Good when I manage to get an appointment
- If I can manage to get an appointment then my experience is always positive
- System does not work and ive had lots of issues with this centre
- The surgery was still showing closed after 7am
- Online consulting system should be available in other times of a day aswell. It would make system easier to access for some people
- Restricted times of available patches makes it difficult for some patients to request appointments online
- Always feel that I am listened to Not pre diagnosed prior to seeing
- Very helpful advice
- The patches booking service is good, if you can get onto it, all the doctors ive spoken to or seen recently about my serious condition have been excellent
- I've tried for 2 days to use PATCHS and it was not available. I work from home on the phone and cannot ring for an appointment
- I like access via email because I can consult a doctor without having to attend in person when its not necessary
- Needs to get appointments back to normal
- I understand the need to go with an automated service however it feels very uncaring and distant. I suffer from anxiety and have to build up to approach medical help
- Cant get easy access to see physician. Cant book only on same day which is impractical at all
- I just want to see a doctor and it is impossible to get appointments
- They are excellent as always
- I have not seen a doctor face to face for some considerable time and getting to seem very difficult. The triaging system post COVID doesn't seem very patient centric
- Always helpful
- Needs go back to the old days
- Always listen, treat the whole person not just the problem
- Great service
- My health condition is very serious, and ive been able to use Patches every time ive needed to, and have spoken to, and had a f2f, with a GP throughout
- Easy online access
- Seems like a goof system. I would be able to answer more if I received a call.

