

June 2023

**Rainbow Medical Centre**  
***Friends and Family Test***

Very Good	Good	Neither Good or Bad	Poor	Very Poor	Don't Know
31	12	3			

**Feedback given**

- Good reception, good doctor
- Welcoming, friendly and helpful
- Explained the question that was asked
- Receptionists are Pleasant but it is hard to get an appointment, been in recently and they was lovely and said they will get me an appointment as soon as so happy
- Helpful and would have been stuck if it was self services so top man
- Good communication
- Very helpful
- Spoke with receptionist this morning. Doctor Sayed called me soon after. He arranged a blood test and I collected the forms almost immediately. Staff pleasant and efficient.
- Helpful
- Struggle to get appointments
- Staff do their best
- Very helpful service
- Was pleased with the appointment, the doctor was understanding and pleasant.
- Filling out new registration forms. People should be made aware they need a bill to prove address
- I got through on phone in less then 10 try's and got seen to same day
- Very helpful
- Good banter and very enjoyable
- Dealt with in a good manner and helpfulness
- Very helpful receptionist
- No concerns in regards to collecting FIT note from GP. Communication between receptionist and myself fabulous
- Staff always helpful. Doctors and nurses very experienced and supportive
- Friendly and helpful
- Very helpful. Thank you
- The lady was lovely on the phone
- Polite, helpful and friendly

- Today's service good. Appt made by surgery not myself. However trying to make an appt here is very difficult. Online service used to be good but never available now
- Polite, quality dealt with. Thanks
- Good service
- Excellent all round
- Efficient. Thank you
- Staff are very helpful and friendly. Great support when dealing with my enquiries
- Managed to get appointment fast. Staff lovely
- Because of the problems I have had in the past – not present
- Not good communication, sorry
- Very hard to get an appointment yet surgery taking on new patients

Male	Female
17	30

**Age Group:**

16-24	2
25-34	3
35-44	8
45-54	10
55-64	13
65-70	1
70+	10