

May 2023

Rainbow Medical Centre
Friends and Family Test

| Very Good | Good | Neither Good or Bad | Poor | Very Poor | Don't Know |
|-----------|------|------------------------|------|-----------|------------|
| 25 | 12 | 4 | 1 | | |

Feedback given

- **Very Helpful**
- **Helpful, professional**
- **Reception not good – told her to book me in ..but she didn't. Only that the nurse came out I would have missed appointment. Nurse excellent!! Really thorough**
- **I'm able to get appointment quickly if in an emergency, friendly staff**
- **Pleasant and professional**
- **Never any problems, Although I do always struggle to get appointments ! Although I do appreciate this is an issue everywhere. Staff are friendly**
- **No complaints for myself or my family**
- **They always try and get me an appointment**
- **Always get me an appointment**
- **The receptionist was very helpful with my query**
- **No appointments**
- **Excellent service, friendly staff**
- **NH bad in general**
- **Pre booked appointment today with Kerry made at last visit**
- **Good service but a delay in getting an appointment**
- **All very helpful and kind**
- **Very nice people to deal with**
- **Friendly staff, got seen quickly**
- **Accommodate my childrens appointment and always get appointment**
- **Most reception staff happy / eager to help. Doctors are thorough and respond promptly**
- **Friendly staff**
- **From initial telephone call to being seen by the doctor was really quick. All reception staff and doctor were both really polite and helpful**
- **Friendly receptionist, clean waiting room upbeat radio on. Little late being seen by nurse but not a problem**
- **Very professional, polite and helpful**
- **Appointment booked no problem, friendly staff. Thank you**
- **Receptionist very informative and attentive. Pleasant manner**

- **Good service**
- **Helpful**
- **First class service as usual, all questions and concerns resolved**
- **Always helpful and polite**
- **Texted to remind me of appointment**
- **I came in to sort out medication for my son, staff very pleasant and helpful**
- **Knowledgeable and friendly staff**
- **Covid service very good this time around**
- **Covid booster good service**
- **Good service on reception**

| Male | Female |
|-------------|---------------|
| 15 | 27 |

Age Group:

| | |
|-------|----|
| 16-24 | |
| 25-34 | 11 |
| 35-44 | 5 |
| 45-54 | 3 |
| 55-64 | 5 |
| 65-70 | 4 |
| 70+ | 13 |

Unpublished comments