

October 2023

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

Very Good	Good	Neither Good or Bad	Poor	Very Poor	Don't Know
33	23	11	3	1	1

**Feedback given**

- This site was easy to use, for someone my age. Hope the service is as good afterwards
- System was easy but prefer human interaction.
- Reception staff unhelpful. Unable to go to reception and book doctors appointment. After receiving alerts for flu injections called in Rainbow medical Centre to be told there are no appointments left. My husband and I are both diabetic and should have been put in high risk category. On several occasions when ordering repeat prescriptions they are either missing items or the repeat prescription gets missed and then I have to wait another 3 days for medication that has ran out
- So difficult getting medical help, have to contact early in the morning and a lot of the time the consultations aren't available or run out because there are only so many slots. Cant make appointments in advance anymore.
- Always get same day call
- Exceptional service, caring and compassionate
- Reception staff are always polite and do their best but I appreciate what a hard job they have. Every GP bar 1 has been Professional and listened to my concerns and I feel that through many difficult times both physical and mental health concerns. Dr Sayed has always been amazing in the level of care, empathy, time and explanation he has given not only to me but to other members of my family. He will be gratefully missed by the Patients within the Practice when he retires. But I sincerely thank him for the dedication and service to the people of St Helens over the years. I wont forget his kindness and professionalism and devotion to his patients. He is a credit to the Medical Profession and many could learn from him and should aspire to follow in his footsteps. This form of communication on patches is good but I do worry about those who aren't computer savvy or have access to devices are they alienated and is the system favouring the younger members of society ?
- I always manage to get an appointment, even if it is a telephone consultation
- Generally always help
- Seems the 8am rush has been improved by this mechanism, ideally more set times its available would be better but understandable if there are limited slots
- Always says there unavailable

- Always very good with me
- I went 3 weeks ago regarding a piece of bone that was trapped between my knee joint and I was in a tremendous amount of pain. Ive been in the surgery, emailed for help and tried so hard to join PATCHS. Im 62 and don't have a clue about electronics so thank god you sent me a message to join. So 7:25am when I finally got on your site its saying closed until 7:30 tomorrow ! Ive got pain in both breasts and need a mammogram having had stage 3 aggressive cancer 12 years ago im worried, Please reply..
- They have been amazing with me since I was diagnosed
- Its been very inconsistent service
- Good service and fast
- Great doctors
- No issues with them before or with the PATCHS service today
- Cant get an appointment
- Never had a problem always helped me
- Closes too early. Find it hard to get an appointment been trying all week
- I will be more comfortable with phone appointment booking but this is not possible
- Was helpful
- Really good service when you work long hours
- Rarely contact them and most contact has been over the telephone. Very difficult to get through and even the availability of PATCHS unless you go on at 7am isn't good
- Can never get an appointment
- Very easy and good service
- I would rather be able to phone for a appointment and be seen not go through this system
- Impossible to get help or appointment when in need
- So hard to get an appointment
- It was easy
- Easy to use the online system
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