

September 2023

Rainbow Medical Centre
Friends and Family Test

Very Good	Good	Neither Good or Bad	Poor	Very Poor	Don't Know
26	15	14	2		2

Feedback given

- **Very friendly staff and the new PATCHS system is very simple and avoids the need to attempt the 8am rush of phone calls. No doubt the receptionists are happier and more productive with their duties**
- **They are always happy to help and have been excellent**
- **I managed to get my concerns across. When I phone I can never get an appointment**
- **Rarely use them**
- **Simple online form**
- **To help**
- **Easy to do but unsure if it will help**
- **Cant get appointments**
- **The staff have always been lovely and helpful, the doctors have always been respectful.**
- **Couldn't get through**
- **Response time is very quick. Alternative methods of consultation excellent**
- **Not consistent unavailable faceless**
- **Can never get through at 8 o'clock and cannot book any appointments I advance**
- **New technology is not for everyone**
- **Because I have not been able to book a GP appointment**
- **Don't think this is the way forward at all**
- **Not had a call yet, this is just from previous visits**
- **Have been very helpful and supportive since loss of mother**
- **Time slots limited to access**
- **Always get back to me and try to follow through withy my requests as best as they can**
- **The service itself is great but there is a limited window of time and availability when you can use it which is very frustrating**
- **I was listened to and not treated like I was making it all up**
- **Easy to use but not available often**
- **Quick response**

- **Should be able to phone for an appointment**