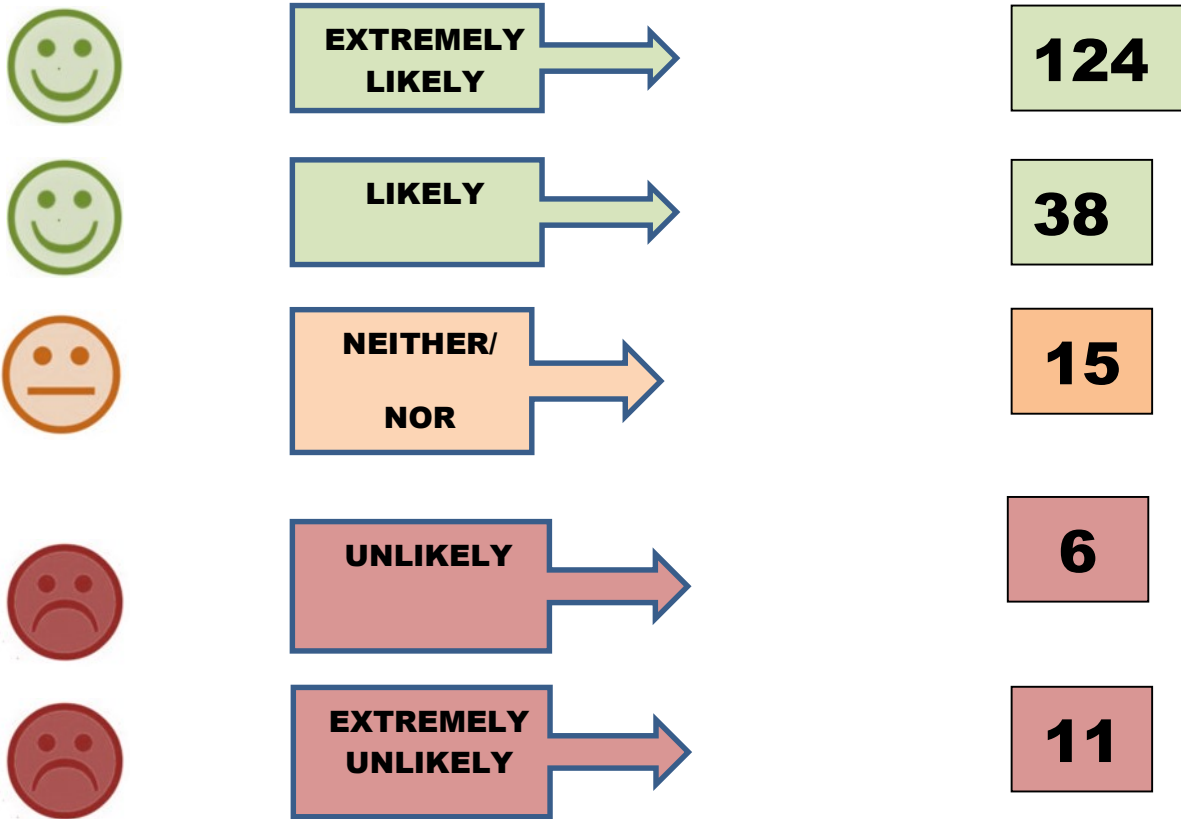




CAPE HILL MEDICAL CENTRE



194 Patient Experience forms/texts were received in April 2024



A selection of comments received.

Things we do well:

- "Doctor prompt in telephone call from start to finish".
- "Nurse was very helpful".
- "Nice service in and out in ten minutes"
- "Good service and prompt advice."
- "Very satisfied with care"

Things we need to improve:

- "Book appointments in advance"
- "Train some staff members in customer care"
- "Can't get an appointment".
- "Waiting a long time to see the doctor for your appointment"

Cape Hill Medical Centre have listened to your concerns of things that we need to improve. We are working extremely hard in trying to improve access for our patients to gain appointments. We constantly review how our GP's and Nurses work and how the wider team can help you e.g. a Pharmacist can help with medication queries. We also provide appointments out of hours and 2-3 Saturdays a month to allow for working patients to access the service.